



Woodside Childrens Nursery

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OFSTED REGISTERED:- EY299627

Parent Hand Book

Change Control - This document will be reviewed annually and changes made will be detailed below.

| Date | Revision/Amendment Details & Reason |
|---------------|---|
| March 2013 | Document Revision |
| April 2013 | Staff Consultation |
| May 2013 | Parent Consultation |
| June 2013 | Amended Recruitment Policy to include Short listing Process Amended Arrivals & Departures to clarify collection abilities of people with parental responsibility Addition of a Daily Routines Policy |
| August 2013 | Updated references relating to Manager; added Vandalism section and amended Recruitment & Payment Policy. Addition of Persistent Complainants Policy. |
| November 2013 | Updated Daily Routines Policy, Healthy Eating Policy |
| January 2014 | Amended length of time regarding exclusion due to diarrhoea from 24 hours to 48 hours as per guidelines from Public Health England. Recruitment Policy – added notification that publicly accessible social media accounts will be accessed prior to any offer of employment. |
| February 2014 | Amended Recruitment Policy to add reference to social media |
| April 2014 | Updated EXCLUSION PROCEDURE FOR ILLNESS / COMMUNICABLE DISEASES with the addition of Antibiotics, Norovirus, Influenza and Calpol/Nurofen. |
| August 2014 | Annual Review |
| October 2014 | Update Exclusions in line with Public Health England guidelines |
| March 2015 | Added reference to prohibited use of e-cigarettes and to confirm use of CCTV |
| May 2015 | Additional references to disqualification added to Recruitment, Student & Volunteer & Safeguarding sections. |
| June 2015 | Addition to Recruitment section regarding recruitment process regarding disqualification checks |
| July 2015 | Updates to SEN+D policy following statutory changes. |
| October 2015 | Prevent Duty & British Values following KW meetings and statutory duties included within ICT & Internet Use Policy, Safeguarding Policy and new British Values Policy. Addition to Recruitment Policy regarding bringing forward closing dates on job posts & references to declaring medical conditions following CIPD article. Medication Policy – amendment to use of antihistamines. Following First Aid Refresher Training: |

| | |
|----------------|---|
| | Updated – Entry Record Consents, added splinters consent and note re court action for non-payment Accidents Policy – Reference added to accompaniment of children for outside medical assistance |
| November 2015 | Amendment to Payment Policy reserving right to contact Tax Credits for unpaid accounts |
| December 2015 | Amendment to Recruitment Policy following Safer Recruitment training |
| March 2015 | Payment Policy – note referencing accounts in credit & note reference moving from 12 to 15 hrs patterns. Equality & Diversity – note regarding face coverings following statement by HM Chief Inspector Medication policy updated to include all prescribed medicines, eg gels, creams, etc Transportation Policy added section on childrens responsibilities Data Protection – added reference to cloud storage compliance |
| May 2016 | Payment Policy- added note that parent/carer responsible for ensuring account details given are correct |
| June 2016 | Addition of Professional Love section, removal of Holiday form, addition of jewellery reference under Risk Assessment policy, removal of reference to Nina as Manager |
| September 2016 | Removal of staff members who have left |
| October 2016 | Safeguarding – added reference to parents/carers under ‘Records kept as appropriate’ & minor wording updates in light of regulation changes & a matching this section to Employee Handbook so both documents contain identical information |
| December 2016 | Safeguarding – added reference to additional needs & SEN and recognising safeguarding signs with this group of children |
| March 2017 | Addition of new section .non-working’ staff responsibilities |
| June 2017 | Addition of consent for sharing information with outside agencies such as Heath Visitors in Parent Consent form |
| July 2017 | Addition of an ‘admin fee’ into ‘Payment policy’ for non-payment of outstanding accounts to cover administrative time and duties for chasing accounts which are left unpaid. |
| April 2018 | CCTV updated, Consents amended and Terms and Conditions in line with GDPR |
| April 2018 | Additions to Arrivals and Departures to reference refraining from carrying children on stairs and using personal mobile devices |
| May 2018 | Fire Evacuation Policy updated and Data Protection reference made to GDPR Privacy Notice |
| February 2019 | Addition of Sun Protection Policy & ICT policy amended |
| March 2019 | Addition of Dummy Policy |
| May 2019 | Amended Equality policy to include Intersex children, expanded Behaviour Policy & updated Safeguarding Policy |

List of Abbreviations

BACS = Bankers' Automated Clearing Services

CAF= Common Assessment Framework

CCTV = Closed Circuit Television

CfBT = Centre for British Teachers

DBS = Disclosure and Barring Service

EYFS = Early Years Foundation Stage

ICO = Information Commissioner's Office

ICT = Information & Communication Technology

M.O.T = Ministry of Transport

RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

SEND = Special Education Needs & Disabilities

SENCo = Special Educational Needs Co-Ordinator

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MISSION STATEMENT

It is our mission at Woodside Childrens Nursery Limited to provide a safe and caring environment where all children will be stimulated, encouraged and most of all treated as an individual.

As a child moves through the nursery and into our pre-school section the emphasis is more on learning for readiness when starting school. We also provide plenty of opportunity of learning through play and activities based on the;

'Early Years Foundation Stage' Setting the Standards for Learning, Development & Care for Children from Birth to Five

CHILDS PROVISIONS

Parents are please asked to provide the following:

Baby Room

- Nappies & Wipes
- Nappy Rash Cream & Calpol/Ibuprofen sachets (Named/Initialled where possible)
- Formula/expressed milk made up ready in appropriate quantities in your own bottles please. (These will be stored in our 'milk fridge' and warmed accordingly when needed. The nursery requires parents to supply their own sterilised bottles and will rinse bottles out after use, but we will **not sterilise bottles.**)
- 2/3 Changes of Clothes
- Sun cream / Sun Hat (summer time only) please tick appropriate box on enrolment contract
- Outdoor Coat
- Weaning Foods (if preferable)
- Indoor Soft Shoes/Slippers (named)

2-3 years

- Nappies & Wipes (if applicable)
- Nappy Rash Cream & Calpol/Ibuprofen sachets (Named/Initialled where possible)
- 2/3 Changes of Clothes including socks (*please avoid dungarees particularly when potty training*)
- Sun Cream / Sun Hat (summer time only) please tick appropriate box on enrolment contract
- Indoor Soft Shoes/Slippers (named)
- Outdoor Coat

3 years +

- Change of Clothes (*please avoid dungarees particularly when potty training*)
- Sun Cream/Sun Hat (summer time only) please tick appropriate box on enrolment contract
- Wipes & Calpol/Ibuprofen sachets (Named/Initialled where possible)
- Outdoor Coat
- Indoor Soft Shoes/Slippers (named)

Nappies & Wipes will be charged at supermarket prices if supplies run out or not replenished when requested

This Nursery aims to promote outdoor provision as a vital part of following the EYFS and enabling us to provide your child with positive experiences, as outdoor play supports learning & development which has equal value to indoor learning. Therefore parents are expected to support us by either providing duplicate 'Outdoor Clothes' which enables their child to 'Get Messy' or arrive in items which are acceptable to play outside in.

ACCESS TO INFORMATION

RECORDED FILES

The Nursery maintains accurate and regularly updated records for:- Children's Health & Development, Entry Records & Contact Forms for Parent/Carers, Accident & Incident Record Books, Nappy Changing Charts, Medicine Administration Records, Child Attendance Register, Menu & Food Temperature Records, Daily Play Routines & Outings, Fire Drills, Fire Safety & Equipment Maintenance, PAT Testing Safety, Health & Safety & Risk Assessments, Staff Employment & Development Records, Waste Disposal & Cleaning Rotas, Vehicle Maintenance Records, Building & Vehicle Insurances, Environmental Health Reports and Archived Financial Records.

All confidential records are kept in locked filing cabinets on the premises of Woodside Childrens Nursery

DATA PROTECTION

We are registered with the 'Information Commissioner's Office' for the Data Protection Act 2018 and comply with their Code of Practice. Our Registration Number is Z1857820 and annually subscribed to and reviewed in August each year.

OPEN RECORDS

Staff members are entitled to view their own personal records as well as children's health records, in their care.

Parents are entitled to view only their child's personal health and development records and any other information kept about themselves or their children.

Also available on request are any of the items listed from the 'Recorded Files' above, bar the Financial Records. We are a Limited Company registered in England our Accounts Records are with the Accountant and recorded at Companies House in Cardiff & London. Our Company Number is:- 05328482

WRITTEN INFORMATION -

Written information enables parents to:

- Have consistent accurate information about the Nursery
- Understand the reasons why the Nursery operates as it does
- Become more involved and share responsibility for the care and the quality of play for their children.
- The Nursery will always endeavour to give all parents the same information
- Information on children will be kept by the nursery for 21 years
- This information will be available for inspection by Ofsted at any time

WEBSITE

In order to alleviate environmental resources a copy of this Handbook will always be available online via our website www.woodsidechildren.co.uk , this enables Parents/Carers to access the most up-to-date copy.

PHOTOGRAPH AUTHORISATION

- Staff Members at Woodside Childrens Nursery take photographs of children during session times, often for the purpose of enhancing a Childs Learning Development Journal and supporting observations, website and wall display material. Also they are used as evidence for activities or record special events such as a party and trips 'off site'. Occasionally photographers may be invited from newspapers to publicise events or photos 'posted on our Web Site that are or have taken place at Woodside Childrens Nursery. In **all** these cases records of names will be restricted to the use of first names only.
- All parents are given the option to sign permission to say they will/will not allow their child to be photographed whilst they attend Woodside Childrens Nursery for all or some of these events. Permission for these selections are referenced in your 'Child Enrolment Records'.
- If permission is not given, this will be recorded and every effort will be made to remove the child from any photo opportunities without the child being upset.

No photographs will be put on the Internet without permission

Policies & Procedures

ACCIDENTS & FIRST AID POLICY & PROCEDURE

All members of staff at Woodside Childrens Nursery are required to hold a Paediatric First Aid Certificate. At least one member of staff with current Paediatric First Aid will be on the premises or on an outing at any one time. Paediatric First Aid qualifications will be appropriate to caring for infants and young children and approved by the Local Authority.

Woodside Childrens Nursery has valid Public and Employer's Liability Insurance cover.

Accidents and Incidents are regularly monitored, if a regular occurrence of a specific type of accident or incident arises we will investigate accordingly, this may involve parental discussions.

Accidents and Incidents

In order to deal with accidents and incidents we will ensure that:

- The first aid kit complies with the Health and Safety (First Aid) Regulations 1981
- The first aid kit is regularly checked by a designated person. The designated person is Katie Wood
- The first aid kit is clearly marked and is easily accessible to adults and out of reach of children
- The first aid kits are located in every room above the Medical Cabinets
- If a child attends Nursery with an existing injury, details of the injury will be requested from the parent/carer and will be logged in the "Existing Injuries Book". Parents/Carers will be asked to sign this record. If an injury is spotted after the parent/carer has left details will still be recorded and a record of this is kept.
- An accident/incident and first aid log is on the premises at all times and is easily accessible
- The accident/incident and first aid logs are completed as required with the date, time, details of the accident/incident, first aid treatment administered and signed by staff and a witness. Parents will be informed as soon as possible of the accident /incident and asked to sign the first aid log on the day the accident occurred
- Each child will have their own personal record of Accidents and Incidents to identify any trends and to monitor individual needs
- Staff members are aware of the location of the first aid kits, accident/incident logs and the procedure for reporting
- Parents/carers have signed the appropriate consent forms on their child's registration to the setting
- Medical advice/assistance is sought (GP or Hospital) where necessary
- We reserve the right to call emergency services if deemed appropriate
- If a child requires medical attention away from Woodside Childrens Nursery's premises a staff member will accompany the child until a parent/carer can attend where possible.

Emergency Procedure

1. ASSESS SITUATION- *SECURE FROM DANGER REMOVE OTHER PEOPLE*
2. TREAT INJURY- *PERFORM ANY TREATMENT NECESSARY*
3. IF NECESSARY- *CALL ASSISTANCE [DOCTOR OR AMBULANCE]*
4. INFORM PARENTS- *EITHER BY RINGING, OR AT THE END OF THE SESSION, ACCORDING TO THE SEVERITY OF THE INCIDENT*

ANY SERIOUS ACCIDENT WILL BE REPORTED TO THE HEALTH & SAFETY EXECUTIVE (RIDDOR) & OFSTED

ADMISSIONS & INCLUSION POLICY

It is the intention of Woodside Childrens Nursery to make our provision accessible to children and families from all sections of the community. Our admissions policy operates within an equality act framework and is regularly reviewed.

- We will ensure that our existence is widely known in local communities
- Advertising notices will be placed in widely accessible areas, in more than one language where appropriate
- We will describe practices in terms which make it clear that all sections of the community are welcomed
- We will ensure that the description of the Nursery and its practices demonstrates how the setting enables children and/or parents with additional needs to take part in the activity of the setting
- We will monitor the gender and ethnic background of individuals joining to monitor our intake and ensure it is representative of social diversity
- We will ensure that information about our setting is accessible in written form on our website (paper copies will always be available on request), where necessary we will try to provide spoken form, in more than one language, through signing or an interpreter
- Children from the age of 6 weeks to 12 years of age will be admitted in accordance with our Ofsted Registration
- We will endeavour to be flexible regarding attendance to accommodate the needs of all families
- The waiting list will be monitored and reviewed regularly.

The following factors will be taken into consideration in allocating places:-

- Priority will be given to children of eligible age for nursery
- Length of time on waiting list
- Siblings already attending the setting
- The vicinity of the home to the setting
- Funded places will be offered in accordance with the code of practice for nursery education funding and any local conditions in place at the time.

**Parents/Carers must complete a registration form, sign our contract and agree to our Policies & Procedures of Woodside Childrens Nursery Limited before their child attends.
All this in accordance with the Data Protection Act 2018 & Ofsted Registration requirement under the 1989 Children Act.**

ARRIVALS & DEPARTURES POLICY

Woodside Childrens Nursery will ensure that all children are greeted warmly and made to feel welcome upon arrival and staff will ensure they depart safely at the end of every session.

Arrivals

- An accurate record/registration form will be kept of all children who attend the setting
- No child will be admitted into the nursery until the registration form is complete with all necessary information as identified in the EYFS
- A register will be kept; arrival and departure times of children will be recorded supplemented by regular head counts throughout the day. The register will be kept on the premises at all times. A copy of the register will be taken on trips and outings
- A member of staff will immediately record a child's arrival at the setting
- Familiar staff will greet children and parents

Departures

- People with Parental Responsibility for a child may collect children at any time during the session
- Children will only be released to their a person with parental responsibility/carer or the person on the permission form unless the setting has been informed of changes beforehand and a password given
- Children must be collected by a person aged 16 or over
- Woodside Childrens Nursery reserves the right to refuse to release a child from our care if there is any doubt as to the authenticity of the person collecting the child
- Children must be signed out by a member of staff
- Departure times will be recorded by any staff member deemed appropriate
- Woodside Childrens Nursery cannot prevent a person with parental responsibility from taking their child out of Nursery unless a court order or relevant official court paperwork has been presented to the Nursery.

Late collection

- Late collection of children may result in a charge of £10 for each additional fifteen minutes, either in full or part, unless prior arrangement has been made with the manager/proprietor.

Stairs

- Parents/Carers/Adults/siblings/visitors are requested to NOT carry any child(ren) up or down the stairs for Health and Safety reasons. Woodside Childrens Nursery will not be liable for any accidents or injuries caused as a result of non-compliance to this. A member of staff will happily bring a child downstairs to you if you have non-mobile children or if the person collecting has issues accessing them stairs themselves.

Mobile Devices

- We request any person dropping off/collecting a child to refrain from using their mobile device whilst on the premises, we appreciate that urgent calls sometime happen however where possible we ask that mobile devices are stored within bags, pockets, etc during the brief time onsite for collecting/dropping children off.

Escorting procedure

- All regular escorts will be known to the childcare provider and must hold a current DBS check in line with current Government legislation
- A full risk assessment will be carried out before children are escorted

- Adult:Child normal ratio requirements will be exceeded where necessary
- Children will walk in pairs
- Staff will ensure that children walk on the inside of the path
- When crossing a road a staff member will be at each end of the group, ensuring they are the first to enter the road and the last to leave the road

Woodside Childrens Nursery will incorporate road safety training for the children and staff into their planning.

Non Collection of Children

Woodside Childrens Nursery will ensure that in the event of a child not being collected at the expected time the following procedure will apply:

- Staff members will remain with the child and give reassurance
- Two staff members will remain on the premises at all times
- Attempts will be made to contact the parents/carers
- In the event that the parents/carers cannot be contacted, attempts will be made to contact those persons named as emergency contacts on the child's registration form
- If no contact has been made within one hour, the Lincolnshire Safeguarding Children's Board will be informed

***Lincolnshire Safeguarding Children's Board Customer Service Centre: Office Hours: Tel. 01522 782111
Out of Hours: Tel. 01522 782333***

BEHAVIOUR MANAGEMENT POLICY

Woodside Childrens Nursery aims to encourage self-discipline in the children, developing their consideration to others, their surroundings and property by praising and acknowledging positive actions and attitudes. We aim to ensure the individual needs of all children are met by providing clear, consistent and developmentally appropriate expectations for behaviour.

We acknowledge that there are times when issues surrounding behaviour will need to be supported by adult intervention and we will use our "Behaviour Management Policy & Procedure" to guide us through this process. **Challenging behaviour can be exhibited in many forms and is not limited to physical disruption; some behaviours can be challenging through disruptive actions, use of inappropriate language or overly sexualized behaviour.**

Corporal punishment will not be given to a child for whom we provide early years provision. We will not use or threaten corporal punishment or any form of punishment which could have an adverse impact on the child's wellbeing. Staff who have to use physical intervention for the purposes of averting immediate danger of personal injury to anyone (including a child) or to manage a child's behaviour if absolutely necessary will not be taken to have used corporal punishment (and therefore will not have committed an offence).

Woodside Childrens Nursery intends to:-

- Encourage co-operative and caring behaviour at all times
- Support children to develop a sense of respect for one another
- Develop children's social skills and support children to acknowledge what is acceptable behaviour
- Develop children's self esteem, self discipline and confidence
- Acknowledge considerate behaviour
- Practice positive reinforcement
- Support children to resolve conflict
- Support children to recognise and understand emotions
- Support children to understand and acknowledge inappropriate behaviour
- Never use raised voices, physical restraint or humiliation to manage behaviour
- **Be vigilant to children who may not thrive within the setting**
- Use developmentally appropriate strategies for managing behaviour
- Record incidents of inappropriate, **persistent and challenging** behaviour and liaise with parents where necessary
- **Follow our policies, for example SEND and/or Safeguarding for instances where we are concerned about any element of a child's behaviour**

As part of our induction procedure, all staff are made aware of the procedure to manage behaviour according to clear, positive and consistent guidelines. Staff will make every effort to act as 'good role models' to children by behaving in a friendly and considerate manner themselves, naturally creating an atmosphere of respect and value for one another.

All staff will be made aware that it is totally unacceptable to physically, verbally or emotionally harass any child. Where such incident occurs the disciplinary procedure will be implemented.

Staff will work effectively together as a team and show a fair and consistent approach to incidents. They will discuss any concerns with parent/carers in an attempt to understand and identify possible causes of negative behaviour. Positive behaviour will be praised and each child starts every day with a 'clean slate'. All attempts will be made to focus directly on

positive features of a child's behaviour.

Woodside Childrens Nursery have a highly qualified appropriate member of staff with overall responsibility for behaviour management within this setting - the Company Director, Katie Wood.

Physical Intervention

Sometimes, despite continued efforts and different strategies, a child may place themselves or others in immediate danger because of their actions. In these instances, it may be necessary for our staff to physically intervene to keep the child and others in the setting safe. We are fortunate to have CCTV which can be viewed by parents/carers should such instances take place. Please note if any issue is being investigated by an external party we may not be able to allow the CCTV to be viewed if this would compromise any investigations, in such instances we are bound by external regulations.

Physical intervention can include the use of mechanical and environmental means such as high chairs, stair gates or locked doors. These may be appropriate ways of ensuring a child's safety.

Restrictive Physical Intervention is when the setting is required to use physical force intentionally to restrict a child's movement against his or her will. In most cases this will be through the use of the adult's body rather than mechanical or environmental methods.

Physical intervention is different to other types of physical contact and should only be used in the context of immediate danger. If a physical intervention towards a child is used the EYFS states that it must be for the purposes of 'averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if it is absolutely necessary'.

Our practitioners can legally use 'reasonable force' to protect a child from injuring themselves or others and to prevent a child from damaging property if the property would prevent a risk or is of high value, e.g. a child wants to throw something through a glass window.

Any case where a staff member has used restrictive physical intervention will be recorded.

Sexualised behaviours

Sex and sexuality form part of normal development and associated behaviour starts to emerge at a very early age; NSPCC (<https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/healthy-sexual-behaviour-children-young-people/>) state the following behaviours for children within an Early Years environment:

- Kissing and hugging
- Showing curiosity about body parts
- Playing 'mummy and daddy' games with other children
- Talking about body parts and using words like willy or bottom
- Touching, rubbing or showing off their genitals or masturbating as a comforting habit.

Our setting offers a 'Kids Club' provision, the NSPCC states the following behaviours for the older aged children who use this facility.

Ages 5- 9: Children get a little older they become more aware of the need for privacy while also:

- Kissing and hugging
- Showing curiosity about body parts but respecting privacy
- Talking about body parts and sometimes showing them off
- Trying to shock by using words like poo, willy, bum
- Using swear and sex words they've heard people say

- Playing 'house' or 'doctors and nurses' type games with other children
- Touching, rubbing or showing others their private parts

Ages 10-12: Children are getting more curious about sex and sexual behaviour through:

- Kissing, hugging and 'dating' other children
- Being interested in other people's body parts and the changes that happen in puberty
- Asking about relationships and sexual behaviour
- Looking for information about sex, this may lead to finding online porn
- Masturbating in private.

Children who are expressing touching, rubbing or showing their genitals or masturbating will be advised by staff that these actions are private and should not be done in the setting. Our staff will not intentionally humiliate or embarrass a child but aim to guide them to what is deemed acceptable social behaviour. Any sexualised behaviour will be noted and monitored, if any concerns arise that a child's behaviour is outside of normal development and curiosity then this will be dealt with in line with our safeguarding policy.

Swearing

We recognise that when children start to speak they may use inappropriate words on occasion. This can be from repetition of hearing another person uses a term or through mis-pronunciation. Most young children will not understand the meaning but may continue to use the words if they provoke a reaction. Our staff will remain calm in their response to any inappropriate language. Where plausible, staff will ignore the term and distract the child. If, such terms are continued to be used and, if the child is an appropriate age, staff will guide children to the fact that certain language is not appropriate for the setting as the word(s) may be hurtful or offensive to others. Parents/carers will be advised of any inappropriate language and asked to reiterate the same message of appropriate use of language whilst at the setting.

BITING POLICY

We recognise that small children, for a variety of reasons, and from time to time, attempt to bite other children. Children bite other children for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the staff or his peers. Toddlers have limited verbal skills and are sometimes impulsive without a measured degree of self-control. Sometimes biting occurs for no apparent reason.

Due to the speed and randomness with which biting incidents occur, it is not always possible to prevent these from happening. While the motivation or attempt to bite is not seen as particularly worrying within a child's development, their success in doing so brings health concerns.

The Nursery recognises that a human bite that breaks the skin brings risks of possible infection including Tetanus and Hepatitis to the victims. Therefore parents are requested to make sure their child's tetanus, and other immunisations, are up to date.

Biting is part of a normal developmental stage for young children who are teething and are still developing their language skills. It is usually a temporary condition.

Biting is not “abnormal” since one in ten toddlers bite. However, because of the danger this behaviour represents to other children, repeated biting in a group childcare setting cannot be tolerated and requires positive intervention on the part of both the nursery staff and parents.

The Nursery will encourage the children to use alternative methods to biting if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times.

Unfortunately identification of a child usually means they have already bitten at least once. Children usually stop this action quickly although it can take a little more time with others.

The safety of the children at the Nursery is our primary concern. This biting policy addresses the actions the staff will take if they are aware that a biting incident is or has occurred.

Under no circumstances will we use, or agree to use, physical punishment or the threat of physical punishment on the child who bites.

The following steps will be taken if a biting incident is witnessed at the Nursery:

- The two children will be separated.
- The bitten child will be comforted immediately.
- Staff will remove the biter from the situation. The biter will be dealt with age appropriately which may involve either a time out or distraction.
- The wound of the bitten child will be assessed and appropriate first aid action will be taken. If it is determined that there was a blood exposure further steps may need to be taken as determined by the Manager.
- The parents of both children will be notified of the biting incident. An incident and accident form will be filled out. If a bite requires medical treatment, a copy of the incident report may be given to the parent of the bitten child to pass on to their GP if requested.
- Confidentiality of all children involved will be maintained.
- The bitten area should continue to be observed by parents and staff for signs of infection.

We must reserve the right to ultimately exclude a child if we feel this is the best course of action for all concerned. This exclusion may be a temporary one whilst a procedure is developed to assist the staff in future controlling of situations where biting cannot be dissuaded. However in more serious cases, or where additional measures have been unsuccessful, the Nursery may regretfully make the exclusion a permanent one for the safety of staff and other children. This decision will only be taken in consultation with the Proprietor.

BRITISH VALUES POLICY

Woodside Childrens Nursery recognises its role to promote British Values both within the setting and through the local community. British Values have been segregated into four areas, as listed below along with some examples of how Woodside Childrens Nursery works to promote these values:

Democracy:

- Children are involved in decision making including meal choices, topics of learning and rules of play
- Play games that involve turn taking.

The rule of the law:

- Help children to understand their own behaviour and distinguish between right and wrong
- Learn about people who help us, e.g. police, fire-fighters
- Consider our environment, e.g. signage limiting number of children on computers
- We encourage children to adopt table manners.

Individual liberty:

- Talk about our feelings and respect other people's feelings
- Children are given opportunities to self-develop including risk taking activities
- Show and tell activities
- Making friends.

Mutual respect and tolerance of different faiths and beliefs:

- Maintain contact through trips out with our local community to understand our local environment
- Learn about different cultures of children
- Ensure that children know they have a right to say 'no' and to be respected for that choice
- We celebrate many different days from the world around us
- We promote inclusion through the use of diverse materials.

CCTV

24 Hour recorded CCTV is in operation inside and outside the premises of Woodside Childrens Nurseries. Footage will not be shared with any third party unless requested by the Police. Viewing is only permitted on the premises of the Nursery accompanied with Management Staff Members. It is not permitted for 'General public use'.

CODE OF CONDUCT POLICY

Children usually feel more confident and positive about themselves and their learning when parents/carers and practitioners work together in an atmosphere of mutual respect.

Woodside Childrens Nursery recognises that to make children feel valued and to enhance the learning and development of those who attend our setting, a positive and effective partnership with parent/carers is essential and will be encouraged at all times.

Successful relationships become partnerships when there is two way communication and parents and practitioners really listen to each other and value each other's views and support in achieving the best outcomes for each child.

As a consequence Woodside Childrens Nursery will strive to provide a safe, welcoming and happy environment for the children and families that access our service. We firmly believe that by working together parents/carers and educators can provide long lasting and beneficial effects on the children's learning and emotional well being.

This policy is to be used as a guide for all parent/carers, volunteers, staff, extended family, visitors and professionals who access our setting We have a legal responsibility to provide a comfortable, safe and happy environment for all of the children and staff, in which the rights of the child are considered at all times.

Woodside Childrens Nursery place great value on:-

- The physical and emotional well being of the children: Meeting the individual needs of all children lies at the heart of the EYFS. We will, in close partnership with Parent/Carers, strive to deliver personalised learning, development and care to help children get the best possible start in life
- Providing an open, welcoming environment where everyone's contribution is not only valued and respected but positively encouraged
- Promoting positive attitudes to diversity and difference within all children, helping them to learn and to value different aspects of their own and other people's lives
- Encouraging Parent/Carers to support and participate in the day to day activities that we provide for the children.
- Providing a safe and secure environment, in which children will thrive, staff will feel supported and valued, and parents will feel that their views and opinions are important

To ensure the smooth running of the setting due regard should be given to the following procedures.

- **Health and Safety-** Our policies and procedures are always accessible in the setting and copies are available on request. New parents will receive a copy of key policies and procedures upon enrolment of their child(ren). Compliance with all policies and procedures is essential. Everyone will receive a setting induction where key policies and procedures are discussed, and where everyone is made aware of the procedures for the Emergency Evacuation of the building in case of fire or other critical incidents

- **Communication:** - Is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration toward others using acceptable verbal and non-verbal language. At no time will aggressive or offensive language be acceptable from any one whatever the circumstance may be
- **Discipline** issues with the children are the responsibility of the staff and as such any concerns about behaviour should be referred to them directly. Children's behaviour should only be discussed within the confines and privacy of the office. At no time will staff members be permitted to raise their voice whilst disciplining a child
- **Respect:-** We are an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes to diversity and difference within all people
- **Safety:-** All gates and doors to be closed behind yourself when entering or leaving the premises and not allowing access to other users you are not familiar with
- **Child's Welfare:-** We try and allocate approx. 5 minutes for feedback on a child and request that conversations are kept to a sensible timescale – if further time is required, appointments can be made accordingly
- **Child's Safety:-** Whilst the parent/carer of a child is on the premises of Woodside Childrens Nursery, it is your responsibility for the safety of this child unless 'handed over' to a staff member as you acknowledge you are leaving the premises
- **Confidentiality:-** Is paramount and everyone is expected to comply with the settings confidentiality policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults. Staff members will not accept facebook friend requests nor comment on posts regarding children who attend the setting. Information regarding your child's progress forms part of our Confidential Policy and reference is also made to our ICT & Internet Use Policy
- **Conduct:-** Always act in the best interests of other people. For this policy to be effective everyone concerned **must** take ownership and assume responsibility of it

To ensure that this happens:

The Management will endeavour to:

- Abide by the standards of conduct as set out in this policy
- Provide all parent/carers with a copy of this policy making them aware of its importance and the implications of not abiding by it
- Ensure that this policy is understood by all the setting and that all volunteers, students and visitors are made aware of it and agree to abide by its terms and conditions
- Ensure that this policy is provided to staff upon acceptance of employment and that they are made aware of the serious implications of not acting within its boundaries
- Review this policy at least once a year or as and when required with the involvement and inclusion of management, staff, and parent/carers

The Staff will Endeavour to:

- Abide by the standards of conduct as set out in this policy
- Respect individual needs and value the cultural practices and beliefs of the children and families that use our service
- Work with colleagues, management and parent/carers to provide an environment that encourages positive communication and feedback. Your views and opinions are valuable in enabling us to evaluate our service
- Act as positive role models at all times
- Provide policies and procedures to ensure that parent/carers helping out are not left alone with a child and are not placed in situations where they may feel awkward

Parents/ Carers will Endeavour to:

- Abide by the standards of conduct as set out by this policy and adhere to the No Smoking, Non Alcohol or other illegal Substances to be consumed on the premises and if any parent is suspected of being under the influence of any of the above we will follow our 'Safeguarding Policy & Procedure'.

- Ensure the confidentiality and secure inappropriate sharing of any media files taken by their child(ren) whilst at the setting as per our ICT & Internet Use Policy.

Breach of Code of Conduct

Any breach of the code of conduct will be treated promptly and taken very seriously. The management will investigate the situation and endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

- A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated
- A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children
- The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left open to them
- If staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation

This policy has taken into consideration the following legislation.

- Child Wellbeing and Safety Act 2005
- Children, Youth and Families Act 2005
- Children's Services Act 1996
- Disability Discrimination Act 1992
- Equality Act 2010
- Human Rights and Equal Opportunity Commission Act 1986
- Occupational Health and Safety Act 2005
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Access to Medical Reports Act 1988

COMPLAINTS PROCEDURE

Woodside Childrens Nursery is committed to providing a safe stimulating environment, ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is hoped that all concerns will reach a satisfactory conclusion for all and help us to achieve a high standard. In all instances brought to our attention the following procedure will be followed.

Stage 1

- Any parent/carer who has a concern about any aspect of the setting are encouraged to discuss this with the manager
- Most complaints should be resolved informally at this stage
- The complaint and outcome will be recorded

Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the manager
- The written complaint will be stored recorded in the complaints log, which is a requirement of Ofsted and CfBT Education Services.
- The manager will investigate the complaint and record a detailed account of how the complaint is resolved
- The setting will formally acknowledge the complaint within 5 working days
- When the complaint has been investigated the manager will notify the complainant of the outcome within 28 days of having received the complaint

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the proprietor
- The complaint will be discussed and a written record of the discussion and agreed decision or action made
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the complaints log
- The signed record signifies that the procedure has concluded

Stage 4

- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED
Complaints Investigation and Enforcement Team (CIE)
Piccadilly Gate Store Street
Manchester, M1 2WD
Tel: 0300 123 1231

The complaints procedure and above details will be displayed **prominently** within the setting.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children's Board. In these cases the setting proprietor/manager will work with Ofsted and/or the Local Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the complaints log which will be made available to parents and Ofsted inspectors.

The proprietor and manager are responsible for managing complaints.

Handling of unreasonably Persistent, Harassing or Abusive Complainants

Woodside Childrens Nursery is fully committed to the improvement of our Nursery. We welcome feedback from parents/carers and will always try to resolve concerns as quickly as possible. The Complaints procedure above should be followed if parents/cares wish to make a formal complaint. Sometimes, however, parents or carers pursuing complaints or other issues, treat staff and others in a way that is unacceptable. Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any member of the Nursery's community. The aim of this section of the Complaints Policy is to provide information about how we will deal with unreasonably persistent complainants or harassment of staff.

What do we mean by 'an unreasonably persistent complainant'?

An unreasonably persistent complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include persons who pursue complaints in an unreasonable manner. Unreasonable behaviour may include:

- Actions which are
 - Out of proportion to the nature of the complaint, or
 - Persistent, even when the complaints procedure has been exhausted, or
 - Personally harassing, or
 - Unjustifiably repetitious.
- An insistence on
 - Pursuing unjustified complaints and/or
 - Unrealistic outcomes to justified complaints
 - Pursuing justified complaints in an unreasonable manner (e.g. using abusive or threatening language), or
 - Making complaints in public or via social media sites such as facebook, or
 - Refusing to attend appointments to discuss the complaint.

What is 'harassment'?

We regard harassment as the unreasonable pursuit of issues or complaints, particularly if the matter appears to be pursued in a way intended to cause personal distress rather than to seek a resolution. Behaviour may fall within the scope of this if:

- It appears to be deliberately targeted at one or more members of staff or others, without good cause;
- The way in which a complaint or other issue is pursued (as opposed to the complaint itself) causes undue distress to staff or others;
- It has a significant and disproportionate adverse effect on the Nursery's community.

What does the Nursery expect of any person wishing to raise a concern?

Woodside Childrens Nursery expects anyone who wishes to raise concerns with the Nursery to:

- Treat all members of the Nursery's community with courtesy and respect;
- Respect the needs of children and staff within the Nursery;
- Avoid the use of violence, or threats of violence, towards people or property;
- Recognise the time constraints under which members of staff work and allow the nursery as reasonable time to respond to a complaint;
- Follow the Nursery's complaints procedure.

Nursery's responses to unreasonably persistent complaints or harassment.

This is intended to be used in conjunction with the complaints procedure. Taken together, these documents set out how we will always seek to work with parents, carers and others with a legitimate complaint to resolve a difficulty. However, in cases of unreasonably persistent complaints or harassment, the Nursery may take some or all of the following steps, as appropriate:

- Inform the complainant informally that his/her behaviour is now considered by the Nursery to be unreasonable or unacceptable, and request a changed approach;
- Inform the complainant in writing that the Nursery considers his/her behaviour to fall under the terms of the Unreasonable Persistent, Harassing or Abusive Policy;
- Require all future meetings with a member of staff to be conducted with a second person present. In the interests of all parties, notes of these meetings may be taken;
- Inform the complainant that, except in emergencies, the Nursery will only respond through an external agency, such as Birth to Five.

Physical or verbal aggression

Woodside Childrens Nursery will not tolerate any form of physical or verbal aggression against members of the Nursery. If there is evidence of any such aggression the Nursery may:

- Ban the individual from entering the Nursery site, with immediate effect;
- Request an Anti-Social Behaviour Order (ASBO);
- Prosecute under Anti-Harassment legislation;
- Call the police to remove the individual from the premises.

Legitimate new complaints will always be considered, even if the person making them is (or has been) subject to the Unreasonable Persistent Complaints/Harassment Policy. The Nursery nevertheless reserves the right not to respond to communications from individuals subject to the policy.

CONFIDENTIALITY POLICY

THIS WILL BE ENFORCED & STAFF DO NOT GOSSIP

If staff in the workplace need to talk together about a situation with the parent and / or any other professional adults involved, in the care of the child, these conversations will be kept in the workplace.

A great deal of personal information about the child and their family is held on file at the Nursery such as:-

- Parents home address and telephone numbers
- Marital status
- Employment details
- Medical information
- Any involvement with supporting professionals.

Parents/Carers will have free access to their Childs Learning Journals but must make a written request for the personal records.

Personal Records – Are the information provided by the parents on their entry to their setting regarding their personal details and contact information. Any additional multi professional records are added to a child's file eg: SEN.

Development Records – Are records that detail the Childrens individual learning and development throughout their time at this setting

Electronic Recordings – Any parent/carer who wishes to record a meeting or discussion regarding their child(ren) must ask for consent from all parties first. Equally if staff wish to record a meeting the consent of the parent/carer and all attendees must be sought first.

Woodside Childrens Nursery recognize that parents must be able to trust the integral professionalism of our staff.

Staff will pay particular care and attention in the following circumstances

- Discussing information in front of the children
- Having conversations with other adults
- Ensuring information is only shared with the appropriate people
- Securing storage of files and information.

Any Breach of Confidentiality will be dealt with as a Disciplinary Matter

CRITICAL INCIDENT PLAN

Woodside Childrens Nursery takes the safety of all children & staff very seriously and will implement every precaution necessary to ensure this is the case if a 'Critical Incident', as per examples below take place.

IN THE EVENT OF:

- Death or Serious Injury as a Result of Violence, Accident, Self Harm and/or Sudden Traumatic Illness.
- Major Fire
- Building Collapse
- Riot or Civil Disorder
- Natural and/or Man Made Incidents
- Missing Person or Abduction
- Terrorism and /or Bomb Scare
- Intruder
- Civil Disturbance
- Jet Plane Crash (RAF Incident)

We Will

- Source the Manager/Proprietor or Senior Member of Staff to Manage our Contingency Plan
- Call appropriate Emergency Services
- Gather the remaining children into one large group, with staff.
- Role call all the children on the register attending the Nursery that day
- Ensure all adults are aware of the situation.
- Establish who last saw any missing children, adults or staff
- Check all rooms in the building
- Check CCTV surveillance coverage throughout the building both inside and out
- Check the immediate outside area
- Seek the cooperation of other users in the building to assist

Movement of Children to Another Premises

- Assessment of the Incident will be gathered to see if necessary to move some or all of the children
- Safety can be sort at the Proprietors Home Address of 1 Canterbury Drive, Sleaford as adequate size to accommodate numbers.

Media Attention

- Statement given to all staff concerned
- Reminder of Confidentiality Policy
- All Media Attention Sourced from one Spokesperson only

Parents

The setting will:

- Call all the Childrens parents informing them of the situation
- If they are unavailable the setting will use the emergency contact number
- Remember that as soon as parents are informed, they will need advice and support

Informing Other People

We will ensure that;

- We make regular checks to ensure that if an incident of this sort does happen, we have all the necessary phone numbers at hand – correct, up to date and kept together
- If the police are called the Lincolnshire Safeguarding Children's Board and Ofsted are informed
- If the Proprietor/Manager is not on the premises she will be informed as soon as possible
- We will provide the following information to Ofsted/Lincolnshire Safeguarding Children's Board:
 - a) What happened?
 - b) What systems are in place for preventing such occurrences?
 - c) What we did, at what time and in what order
 - d) Who we informed and when

We will cooperate fully in any investigation

Recording

We will start to build a record as soon as is possible in the incident log, this will include;

- Full details and timescales of the incident
- How many children were on the premises?
- How many adults were on the premises and who?
- What steps have been taken and when, by whom

Dealing with People's Reactions

We accept that children and parents will be frightened, distressed and angry dependent of Incident. If the setting shares all policies with parents/carers, the situation will be easier for all as working within a framework of mutual trust and understanding. We accept that in such circumstances powerful emotions are involved, people's behaviour can be unpredictable. Those who may seem quite calm about the incident at the time can later become angry, threaten legal action or approach the local press.

We will be clear about the circumstances surrounding the incident and will respond sympathetically to questions without implications or admission of responsibility.

Dealing with the Media

All adults will be asked to refer all enquiries to the agreed spokesperson. The spokesperson for the setting is Katie Wood the Proprietor.

Informing other parents

We recognise that other parents will need to be given brief, accurate information as rapidly as possible. We will ensure that this happens by:

- Calling a short meeting when parents/carers collect children, or
- Talking to parents/carers when they arrive at the next session, or
- Sending a note home with each child

After the Incident

- We will review our current procedure
- We will evaluate processes and make necessary adjustments to ensure future effectiveness

Contacts

- Lincolnshire Police – 0300 111 0300
- Ofsted: Tel. 08456 404040
- Lincolnshire Safeguarding Children's Board customer service centre: Tel. 01522 782111
- Local Educational Establishments
- CfBT

DAILY ROUTINES POLICY

Each Room adheres to their own routines for snack times, nap times, "standard" nappy changes, etc. If a child has a medical condition which requires specialist care over and above standard routines, e.g. set snack times; the Nursery will be happy to work with the relevant parent/carer and professionals to support wherever possible. However non-medical requests for additional care /requirements over and above standard routines will not be possible for children aged 1 and above due to the impact this has on staff:child ratios and the impact on the care of the other children in the Nursery.

Differing routines, e.g. snack times, naps, etc. for children aged 1 year and under, will be accommodated in conjunction with parents/carers request, due to the increased needs of this age range.

Breakfast is served between 7 am and 7.30 am; serving breakfast after this time cannot be accommodated due to the effect this has on the rest of the daily routine. If a child is due to attend Nursery after 7.30 am, it is the responsibility of the parent/carer to provide a healthy breakfast prior to attending Nursery.

The Nursery aims to promote a healthy eating lifestyle. We ask that parents/carers do not send food to Nursery with children over the age of 1, unless there is a specific medical requirement. If there is a specific need we ask that food adheres to our healthy eating policy.

DATA PROTECTION POLICY

Woodside Childrens Nursery is required to keep and maintain certain records to comply with registration requirements under the 1989 Children Act.

We are registered with the Data Protection Agency 'ICO' under the Data Protection Act 2018 and comply with its principles, which state that personal data must be:

- obtained and processed fairly and lawfully
- held for the lawful purpose described in the data user's entry
- used only for those purposes, and disclosed only to those people, described in the register entry
- adequate, relevant and not excessive in relation to the purpose for which they are held
- accurate and where necessary, kept up to date
- held no longer than is necessary for the registered purpose
- accessible to the individual concerned who, where appropriate, has the right to have information about themselves corrected or erased
- surrounded by proper security

In addition we have confirmed that the cloud data storage used by Woodside Childrens Nursery is held within the confines of the Act by the storage's adherence to the US Department of Commerce Safe Harbor Scheme.

In accordance with GDPR guidelines a separate Privacy Notice is given to all parents/carers when starting at the Nursery, we ask parents/carers to sign the Privacy Notice.

DUMMY/SOOTHER/PACIFIER POLICY

According to the NHS (February 2019¹), dummy/finger/thumb sucking is different to the suck babies use to suck a milk feed. It is called non-nutritive sucking. The NHS also state that dummies may affect speech development, their advice is to avoid using them after a child reaches 12 months old.

The NHS also states that:

A dummy (or sucking a thumb) will not harm a child's teeth but it will encourage an open bite, which is when teeth move to make space for the dummy or thumb².

Children should be discouraged from talking or making sounds with their thumb or a dummy in their mouth³.

We recognise that a dummy can be a source of comfort for a distressed child, equally we recognise our part in a child's development. Our policy for dummies and comforters is detailed below.

For children in our 'downstairs room'

Dummies/Pacifiers/Soothers/Comforters will be allowed for nap time only.

If a child is unduly distressed and all other distraction/comforting methods have been unsuccessful, the child will be offered their Dummy/Comforter for a short time period, this will be taken away once settled.

With the exception of the above, staff will not verbally ask a child if they want their dummy/comforter.

Dummies/Comforters will be stored out of sight of the children.

For children in our 'upstairs room'

Dummies/Pacifiers/Soothers/Comforters will not be allowed during the day. Children will be encouraged to either leave their dummy/comforter with the adult who brings them to nursery to take away with them for safe keeping or to place the item in a designated box which is then stored out of the children's reach.

For children, transitioning from downstairs to upstairs, once they have fully transitioned they will follow the same process as for 'upstairs' children.

¹ <https://www.networks.nhs.uk/nhs-networks/staffordshire-shropshire-and-black-country-newborn/documents/SWMNN%20Use%20of%20Dummies%20Information%20for%20Parents.pdf>

² <https://www.nhs.uk/live-well/healthy-body/kids-teeth-sweets-fizzy-drinks-faqs/#will-a-dummy-or-thumb-sucking-harm-my-childs-teeth>

³ <https://www.nhs.uk/conditions/pregnancy-and-baby/helping-your-childs-speech/>

EQUALITY & DIVERSITY POLICY

Woodside Childrens Nursery and all Staff, Volunteers and Students are fully committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families. The legal frameworks for this policy include:

- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1975,
- Education Act 1996
- Disability Discrimination Act 1995 & 2005
- Special Educational Needs and Disability Act 2001
- Equal Pay Act 1970
- Children Act 1989
- Equality Act 2006 & 2010
- Childcare Act 2006

The Equality policy of Woodside Childrens Nursery applies to all people, whether using or working within the setting. We will not discriminate, whether directly or indirectly in the treatment of any persons on the grounds of any of the protected characteristics as stated in the Equality Act 2010 or for financial reasons. Acts of unlawful discrimination will be challenged and action, legal if necessary, will be taken accordingly.

In order to promote equality and diversity we will:

- Ensure that all parents are made aware of our equality policy
- Offer equality and choices for all
- Reflect the diversity of members of our society in our publicity and promotional materials
- Ensure our admissions policy promotes equality for all children and families
- Not discriminate against a family or prevent entry to our setting on any grounds
- Provide opportunities for parents/carers to contribute to their child's care and education
- Offer information regarding sources of financial support for families with differing means

We aim to encourage children to develop positive attitudes about themselves and other people. We will do this by:-

- Listening to children to ensuring each child feels included, safe, valued and respected
- Ensuring that all children have equal access to activities, resources and learning opportunities
- Making appropriate provision to ensure each child receives the widest possible opportunity to develop their skills and abilities and recognise different learning styles
- Providing play materials/resources and activities that demonstrates diversity of background and ability and help to develop positive attitudes to differences of, but not limited to race, culture, language, gender, ability, **sexuality**
- Promoting children's awareness of their own culture and beliefs and those of other people
- Ensuring the differentiation of activities to include the needs of all children
- Working in partnership with key professionals to ensure that individuals with learning difficulties and/or physical disabilities can participate fully in all aspects of the provision
- Avoiding stereotypical images in equipment, resources and activities
- Using positive, non-discriminatory language with all children
- Valuing the home background of all children
- Ensuring any discriminatory language or practice is challenged appropriately

English as an Additional Language:

- Staff will value linguistic diversity and provide opportunities and support for children to develop and use their home language in their play and learning
- The setting will provide information in languages which reflect the needs of the local community for families who speak English as an additional language and will ensure their full inclusion
- Alongside support in the home language, staff will provide a range of meaning contexts in which children have opportunities to develop English. (As they move into the Key Stage 1 curriculum English will be crucial as the language they use to access learning)

Inclusion:

- All staff will ensure that there are positive attitudes to diversity and difference so that every child is included and not disadvantaged
- Children will be supported to learn from the earliest age to value diversity in others and grow up making a positive contribution to society
- Staff will work with parents/carers and other professionals to make reasonable adjustment to the environment as required by the DDA (Disability Discrimination Act) to accommodate and meet the needs of a child with identified learning difficulties and/or physical disabilities
- Staff will focus on each child's individual learning, development and care needs by;
- Removing or helping to overcome barriers for children where these already exist
- Being alert to the early signs of needs that could lead to later difficulties and responding quickly and appropriately, involving other agencies as necessary
- Stretching and challenging all children irrespective of ethnicity, culture or religion, home language, family background, learning difficulty or disability, gender, **sexuality** or ability will have the opportunity to experience a challenging and enjoyable program of learning and development
- Include information about how the SEN code of practice is put into practice in our setting
- The setting has a designated person for Inclusion, this person is Katie Wood
- Aims to develop children's positive self-esteem and the esteem of others
- Staff will set a good example by treating one another and the children with respect

Staff Training:

Staff, students and volunteers will be encouraged to attend training opportunities to support their awareness and understanding of equality and diversity.

- The setting SENCo, Katie Wood, will attend training around special educational needs and the code of practice
- Staff, students and volunteers will have equal access to identified training to ensure professional development. Compulsory training for all staff, in line with local authority requirements, will be made available

Employment Statement:

- All posts will be advertised as per our Recruitment Policy and applicants judged against specific and fair criteria
- Applicants will be welcomed from all backgrounds regardless of any of the protected characteristics as per the Equality Act 2010
- Woodside Childrens Nursery may use the exemption clauses of the sex discrimination act 1986 where it is necessary in exceptional circumstances to enable the service to best meet the needs of the community
- Successful applicants will be subject to references and checks by the Disclosure and Barring Service
- Job descriptions will include a commitment to equality and diversity as part of the specifications
- The recruitment process will be monitored to ensure that it meets the equality policy.
- Due to the need for clear verbal and non-verbal communication Woodside Childrens Nursery judges the wearing of

face coverings by its workers, employees, students and/or volunteers to be a barrier to learning, subsequently when working with and alongside the children in the setting all such coverings need to be removed.

Equality Statement:

- *Woodside Childrens Nursery has due regard to eliminate unlawful discrimination*
- *We promote equality of opportunity and good relations between people of different groups*
- *We provide good opportunities for children from ethnic minorities and we wish individuals who access the setting to know that they will receive the same fair treatment and be cared for based on their individual needs*
- *All individuals are entitled to equal rights and the same opportunities*
- *We will work with families of intersex or differences of sex development (DSD) children to support their inclusion*
- *We expect everyone involved in the setting to seek to eliminate racism where it is identified*
- *We strive to ensure equal access to the setting*
- *We encourage, support and help all children and staff to achieve their full potential*
- *Our resources will reflect cultural diversity*

We will regularly review and monitor this policy and the practice of Woodside Childrens Nursery to ensure that we are fully implementing the policy for equality, diversity and inclusion.

EXCLUSION PROCEDURE FOR ILLNESS / COMMUNICABLE DISEASES

Woodside Childrens Nursery aim to promote a healthy environment for the children in our care and we need your co-operation to support this.

- If parents/carers notice their child becoming ill or infectious they must inform the setting and they must have regard to the exclusion list below
- If a child becomes ill or infectious at the setting, every effort will be made to contact the parents/carers. It is essential therefore that the setting has up to date information in order to be able to contact the parents/carers during settings hours. If the parent/carer cannot be contacted, setting staff will endeavour to contact the other named contacts on the child's record
- If the setting is unable to contact a parent/carer or other named contact, Woodside Childrens Nursery reserves the right to take the child to a general practitioner or hospital in an emergency. Parents/carers will be required to give signed consent for this procedure on registering their child at the setting

At the Settings Discretion listed below are our requests for exclusion

| | |
|--|---|
| Antibiotics | Exclusion for 24 hours from first dosage of antibiotics |
| Calpol/Nurofen | If taken for three consecutive days and still 'unwell', children will be excluded until parents/carers have sought medical advice or the child is well. 'Unwell' is defined as not being well enough to participate in daily Nursery life, e.g. joining in activities, usual eating habits, outdoor play, etc. |
| Chicken Pox | Until all vesicles have crusted over |
| Conjunctivitis | Until treatment administered |
| Diarrhoea and/or Vomiting | Children and staff should be excluded from the setting until their symptoms have settled and until 48 hours after the last episode |
| Diphtheria | Exclusion is essential, PHE consultation will be required for length of exclusion |
| Epiclesis (Head Lice) | Exclusion until appropriate treatment has been administered and no live Head Lice are present. (Exclusion time will differ according to which method of treatment is used) |
| Gastro-enteritis / Food Poisoning / Salmonellas / Dysentery | Exclusion for 48 hours after last episode of diarrhoea. Further exclusion may be required for children until they are no longer excreting in which cases children can return once authorised by GP |
| Glandular Fever | There is no benefit in keeping children or staff off once they feel well enough to attend |
| Hand, Foot & Mouth | None, however, whilst the child is unwell he/she should be kept away from the setting |
| Hepatitis A | Exclusion until seven days after onset of jaundice (or seven days after symptom onset if no jaundice) |
| Hepatitis B | Children who develop symptoms will be too ill to be at the Nursery |
| Hepatitis C | Usually no symptoms but care must be taken with bodily fluids if person is known to have Hep. C |
| HIV / Aids | Should not be restricted or excluded |
| Impetigo | Until lesions are crusted and healed, or 48 hours after the start of antibiotic treatment |
| Influenza | Exclusion until fever settles and child is well enough for normal daily Nursery activities, e.g. outdoor play, usual eating habits |
| Measles | Exclusion of four days from onset of rash |
| Meningitis(bacterial and meningococcal)/Septicaemia | Children will be too ill to attend and will be excluded until recovered, there is no need to exclude siblings or other close contacts |
| Molluscum Contagiosum (MCV - Skin Infection) | None |
| Mumps | The child should be excluded for 5 days after the onset of swollen glands |

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|--|--|
| Norovirus | Exclusion until 48 hours after last symptom |
| Pharyngitis / Tonsillitis | If the disease is known to be caused by streptococcal (bacterial) infection the child or member of staff should be kept away from the setting until 24 hours after the start of treatment. Otherwise they should stay at home while they feel unwell. |
| Rashes | A child who is unwell and has a rash should visit their GP to establish the reason for it. |
| Ringworm (Tinea) | A child can return to Nursery after their first treatment is administered. Spread can be prevented by good personal hygiene, regular hand washing and use of separate towels and toilet articles |
| Rubella (German Measles) | 4 days after onset of the rash and whilst unwell |
| Scabies | Can return after first treatment administered |
| Scarlet Fever / Scarletina | Once a patient has been on antibiotic treatment for 24 hours they can return, provided they feel well enough |
| Shingles | Exclusion if rash is weeping and cannot be covered |
| Slapped Cheek Syndrome (Erythema Infectiosum/Fifth Disease) | An affected child need not be excluded because they are no longer infectious by the time the rash occurs |
| Streptococcal Infection of the Throat | Until appropriate treatment is given and in no case less than 3 days from start of treatment |
| Sun Burn & Blistering | 24/48 Hours or until red/ burning & or Blistered 'heated areas' have subsided |
| High Temperature 37.5C (99.5F) or above | If a child has a continuous high temperature above the limited stated, after regular Capol/Ibuprofen medication has been given for a minimum cycle of 5 hours then exclusion for a minimum of 24 Hours is required. Childrens temperature's are monitored and temperatures are recorded for reference. |
| Typhoid, paratyphoid (enteric fever) | Yes, an infected child is likely to be very ill and whilst infectious unable to attend the setting. Can return 48 hours after antibiotic treatment has been started. |
| Tuberculosis (TB) | Consultation with PHE required, a general guide is below: "Open" cases- until 2 weeks after treatment started. "Open" cases of drug resistant TB when the hospital physician advises. ("open" is determined by sputum samples) |
| Verrucae | Not necessary |
| Whooping Cough (Pertussis) | Two days from starting antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment |

If a child contracts any of the above infectious diseases, other parents will be informed by an emergency email and information on the notice board.

Should any case of food poisoning occur which affects two or more children looked after on the premises, Woodside Childrens Nursery will notify Ofsted as soon as is reasonable practicable, as a minimum within 14 days of the incident. If we have reason to believe that any child is suffering from a notifiable disease identified as such in the Public Health (Infection Diseases) Regulations 1988, we will inform the Health Protection Agency and Ofsted. We will act on any advice given by the Health Protection Agency and inform Ofsted of any action taken. The Health Protection Agency's list of notifiable diseases can be found at www.hpa.org.uk is displayed in our Nursery.

Further guidance on infection control in schools and childcare settings can also be found at www.hpa.org.uk
The local Health Protection Unit, now part of Public Health England, can be contacted on Tel: 0844 225 4524

FIRE & EVACUATION POLICY

Woodside Childrens Nursery will ensure that a clearly written fire drill procedure is on display in *all rooms* at all times.

- Fire drills will be carried out annually as a minimum
- Each Drill will be recorded in a log and be reviewed and evaluate
- All new members of staff will receive a verbal fire drill discussion in their staff induction
- All new members of staff will take be advised of instructions for fire evacuation drill
- All fire and exit doors will be kept free of obstructions and clearly located with the appropriate signage
- Daily risk assessment checks will ensure all exits are free from obstruction and are fully operational
- All electrical equipment will be regularly checked to ensure they are in safe working order and PAT testing will be carried out in line with Government guidelines
- Mains electrical testing is checked every 5 years in accordance with recent guidelines.
- Any recommendations made by the fire prevention officer will be carried out and adhered to
- Smoke detectors/alarms will be checked annually in line with fire drills and fire fighting equipment will be checked annually or according to the fire officers recommendations and the date of those checks will be recorded.
- The premises and surrounding area operates a strict no smoking or vaping policy

FOOD & DRINK PREPARATION POLICY

All Staff at Woodside Childrens Nursery have a duty and responsibility for the correct maintenance of food and drink preparation areas.

- Staff will undertake appropriate food hygiene training both external and internally
- Surfaces will be cleaned before and after any food/drink preparation
- Faults and breakages will be reported to the manager / proprietor
- Equipment will be checked regularly as per regulatory requirements
- The setting will hold the required environmental health certificate

HEALTHY EATING POLICY

Woodside Childrens Nursery is committed to meeting the Early Years Foundation Stage Welfare Requirements and the individual needs of children attending. In order to do this we request that parents/carers do not send food to Nursery with children over the age of 1 unless there is a specific medical requirement. We aim to meet the Early Years Foundation Stage Welfare Requirements by:

- Discussing with parents on their child's entry to the setting their individual dietary needs, any allergies and any religious requirements to be respected
- Recording information about individual children and ensuring that all staff are aware of those needs
- Providing nutritious food which, along with several other local nurseries and schools, is currently supplied by Food4Thought
- Discussions with parents regarding their children's' needs on a regular basis and updating records accordingly
- Ensuring that menus are varied and that children and parents have access to the menus and the ingredients of the meals where needed
- Menus are displayed and information about meal and snack times
- Ensuring that children are offered healthy food and snacks according to parents wishes, cultural and medical requirements and individual needs
- Water is available at all times for 1+ year old toddlers to Pre-School Aged Children in regularly sterilized drinking bottles that are provided by the setting
- Milk is available at snack and meal times as an additional option to water, where we promote healthy living in accordance to government polices and guidance of a 'Healthy Lifestyle' and request that parents do not bring additional drinking vessels or sugared drinks/cordials unless medical conditions require this
- Providing parents with children under the age of 3 years with written daily information regarding food and drink intake
- Ensuring that children are offered age appropriate utensils
- Providing meal times that are social times where children feel comfortable, staff participate and independence is encouraged
- Working with required agencies to ensure all requirements are met with regard to the handling and preparation of food
- We will make every effort to help educate the children and parents about the importance of a healthy balanced diet and the importance of a healthy lifestyle
- We will take into consideration cultural, religious and other dietary requirements when planning our menus and by working in close partnership with parent/carers will ensure that we meet their child's particular needs
- This will also provide us with a valuable opportunity to introduce all of the children that attend our setting to different cultural food types
- Safe storage for pack lunches is not available and poses a high risk to our Health & Safety Policy within the setting of Woodside Childrens Nursery. There is no need for additional Pack Lunches due to the extent of the range of foods and accommodation of dietary needs we support and request that all children are given an opportunity of trying a variety of foods we offer in a fair and equal balance for all.
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ICT & INTERNET USE POLICY

We provide the use of Internet and technological facilities for all children and staff throughout the building, which allows opportunities to enhance education by helping with home work, educational activities for all age groups, providing information and for the planning of events. Advances in technology, particularly to progress children's learning, are constantly changing, we feel this is an important area to promote given the use of technology in today's society. However, and naturally, safety whilst playing 'online' or technological games is of paramount importance, as too is our need to restrict such activities to provide a balance of technological/human interaction. Children's use of technology can increase cognitive development, enhancing creative thinking and problem solving. We ensure children are properly supervised whilst online and all the computer systems are owned by Woodside Childrens Nursery and have appropriate software and licenses installed to ensure safe internet use. We reserve the right to examine or delete any files that may be held on the system or monitor any internet activities and sites visited.

Computer and Internet use in the setting

- Activity that is found to be unsuitable or that attacks or corrupts our systems is forbidden
- Users are responsible for all e-mails sent and for contacts made that may result in e-mails being received
- Use for gambling is forbidden
- Copyright of materials must be adhered to
- Use of the system to access inappropriate materials such as pornographic, racist or offensive material is forbidden

Digital Cameras

- Children should use the child friendly digital camera and staff will only use the setting's own digital camera to take any photographs, these will be downloaded or deleted at the end of each session.
- Staff may not use any other digital device to take photographs in the setting
- Activity that is found to be unsuitable or that attacks or corrupts other systems is forbidden

Social Networking sites

- Staff will at no time post anything regarding children, their parents/families or other staff at the setting.

Childrens Mobile Devices

- Woodside Childrens Nursery cannot be held responsible for any damage caused to any mobile device brought to the setting by a child attending the Nursery.
- Parents/Carers are responsible for monitoring any media action taken during a child/childrens time at the setting to ensure its suitability.
- Parents/Carers are responsible for ensuring any photos/footage taken by their child(ren) are suitably deleted/stored and that they are not shared or distributed inappropriately via any social media site, internet forum or picture/text messaging method.
- Parents/Carers are urged to delete any such media files taken by their child(ren) which includes/incorporates children or staff members who are not directly related to that of the parent/carer.

Children's use of ICT and the Internet

- The Setting will work with parents/carers to ensure they are aware of internet use
- All internet activity should be deemed appropriate
- E-mail correspondence will be directed only to people who have been approved and messages sent will be polite and responsible
- Personal details will not be shared over the internet
- Arrangements to meet others will not be made via the internet unless a parent, carer or play worker has given permission
- Internet sites visited will be monitored
- Rules for safe internet use is displayed at all terminal points throughout the Nursery

All staff will adhere to the above & breach of these could result in disciplinary procedures.

Parents/Carers are urged to respect the above in accordance with our Code of Conduct, we reserve the right to take formal action for those who breach this policy.

LANGUAGE POLICY

Information, written and spoken (where possible) will be clearly communicated in as many languages as necessary. Bilingual/multi-cultural children are seen as an asset and they will be valued and their languages recognised and respected in this Nursery.

MANUAL HANDLING POLICY

Woodside Childrens Nursery will work towards a safe handling policy and as part of this process will ensure a current policy of minimal lifting and make arrangements to facilitate the information of the policy. E.g.: provision of appropriate and suitable training by professionally competent persons, for those who have duties under the policy and accepts responsibility for compliance with the regulations.

The staff member with responsibility for the implementation of the manual handling policy is Katie Wood

The main objective is to reduce the risk of injury and disablement caused by manual handling in the workplace to the minimum.

Woodside Childrens Nursery has a duty of care to ensure that;

- Minimum requirements for the manual handling of loads are followed where there is a particular but not exclusive risk of back injury to workers
- The need for manual handling is avoided or, when it cannot be avoided, an assessment is made of the operation and where there is a risk of injury, appropriate steps taken to reduce or avoid that risk
- Assessment of manual handling operations take into account factors which include characteristics of the load, the physical effort required, characteristics of the working environment and the requirements of the task
- Information and training is provided to workers and managers on assessment and manual handling principles

The responsibilities of Woodside Childrens Nursery are that the designated person must;

- Be aware of manual handling operations within the organisation
- Avoid the need for employees to undertake any manual handling operations, which involve a risk of injury, so far as is reasonably practicable
- Make an assessment of any hazardous manual handling operations that cannot be avoided in order to reduce the risk of injury.
- Make a clear record of the assessment and communicate its finding to all staff involved
- Introduce appropriate measures to avoid or reduce risk by elimination of the risk, re-designing the operation or the use of mechanical aids
- Provide information and ensure that all staff receive appropriate training in manual handling and ensure that new staff receive training before any manual handling tasks are undertaken
- Ensure that mechanical aids provided are easily accessible and properly maintained
- Ensure that manual handling requirements are clearly identified when recruiting staff so that appropriate medical advice can be taken as part of pre-employment health screening
- Ensure that safe systems of transportation are utilised for the transportation of loads and equipment throughout the organisation
- Make allowance for any known health problems which might have a bearing on an existing employee's ability to carry out manual handling operations safely

MEDICATION POLICY

We recognise that there may be times when children require medication to be administered during their time in the setting. Woodside Childrens Nursery staff will administer medication in line with this policy. In order that this is regulated we will ensure that:

- Woodside Childrens Nursery will only administer medication that has been prescribed for that individual child.
(With regard to non prescribed medication, according to statutory guidance non –prescription medication e.g. pain and fever relief, teething gel may be administered only with prior written consent of the parent and only when there is a health reason to do so)
- Staff will ensure that a new medication form is completed by parent/carer for each session that the medication is expected to be administered

On the medication form parents will give signed permission for administration of medication *including*

- ***The name of the child***
- ***The name of the parent***
- ***Date***
- ***Name of medication***
- ***The dose and time that medication was last given***
- ***The dose and times to be administered***
- ***How the medication is to be administered***

- The medication is clearly marked with the child's name and is in date, in the original container with prescriber instructions for administration
- No medication will be given to the child unless provided by the parents

- The medication is stored in accordance with the products instructions and out of reach of children at all times
- The administration of all prescribed medication regardless of its form, e.g. gel, cream, oral medication, etc. is recorded in the medications book and includes the signature (the administrator of the medication) and counter-signature (witness to medication being given), date, time, dosage. Parents must sign this before they leave the premises, to acknowledge they know the medication has been administered

Administration of Specialist Medication

We recognise that there may be times when children require specialist medication to be administered for long term medical needs during their time in the setting.

In order that this is regulated we will ensure that: Specific permission, instruction and training will be obtained before an agreement is reached with a parent to administer specialist medications (e.g. nebuliser), and life saving / emergency medications (such as adrenaline injections) and a health plan is established. This will include:

- A letter from the child's G.P./Consultant stating that the child is fit enough to attend the provision and sufficient information about the child's condition
- We will discuss with parents the medication that their child needs to take and support required, instructions on how and when the drug/medicine is to be administered and what training is required
- Training on the administration of the prescription medication that requires technical/medical knowledge will be arranged for staff from a qualified health professional to ensure medication is administered safely
- Written proof of training, if required, in the administration of the medication by the child's G.P., a district nurse, specialist or community paediatric nurse
- A health plan will be developed in partnership with parents and any health professional and will be regularly reviewed to detail the needs and support or any changes
- Prior written consent from the parent/guardian will be obtained via the Enrolment Contract/Entry Records to allow staff to administer any medication
- The medication consent form filled in appropriately, and signed by parents/carers on the day the medicine is expected to be given before they leave the child in the care of the setting
- On the medication form parents will give signed permission for administration of medication including the name of the child, the name of the parent, date, name of medication, the dose and time medication last given, the dose and times to be administered and how the medication is to be administered
- The medication is clearly marked with the child's name and is in date, in the original container with prescriber instructions for administration
- No medication will be given to the child unless provided by the parents
- The medication is stored in accordance with the product instructions and out of reach of children at all times
- The administration of medication is recorded on the 'medication record sheets' and includes the signature (the administrator of the medication) and counter-signature (witness to medication being given), date, time, dosage. Parents must sign this before they leave the premises, to acknowledge they know the medication has been administered
- It is the parent/carers responsibility to collect any medicines at the end of the day.

Antihistamines: Woodside Childrens Nursery will ensure an antihistamine medicine is available on the premises for urgent cases requiring such medication; emergency services will be called if required. Regular use of antihistamine medicines for children with hayfever and/or similar allergies requires daily doses which should be provided by parents at home prior to coming to the Nursery, this therefore alleviates the need for parents/carers to bring such medication into the Nursery.

MISSING CHILD POLICY & PROCEDURE

Woodside Childrens Nursery takes the safety of children very seriously and will implement every precaution necessary to ensure that all children in their care do not leave a session unaccompanied. The chances of finding a missing child safe are greatest if the child's absence is soon discovered. Staff will undertake periodic head counts using the key person system in addition to the registration procedure. If in the event of a member of staff not being able to account for a child's whereabouts the following action will be taken:

PROCEDURE FOR IF A CHILD LEAVES THE SETTING UNACCOMPANIED

Search Systematically

The setting is responsible for the missing child and all the other children in the setting. We will;

- Gather the remaining children into one large group, with one/two adults, leaving the remaining adults to search
- Ask the children, without alarming them, if they have seen the child that is missing
- Ensure all adults are aware of the situation
- Establish who last saw the missing child, where and when
- Check all rooms in the building
- Check CCTV surveillance coverage throughout the building both inside and out
- Check the immediate outside area
- Seek the cooperation of other users in the building

Parents

The setting will:

- Call the child's parents to warn them that the child may be attempting to get home
- If they are unavailable the setting will use the emergency contact number
- Ensure that, if the child lives within walking distance of the setting, one adult will make the journey on foot in order to catch up with or intercept the child if possible
- Remember that as soon as parents are informed, they will need advice and support

Police

If the above steps do not locate the child, the police will be called

Informing other People

We will ensure that;

- We make regular checks to ensure that if an incident of this sort does happen, we have all the necessary phone numbers at hand – correct, up to date and kept together
- If the police are called the Lincolnshire Safeguarding Children's Board and Ofsted are informed
- If the Proprietor/Manager is not on the premises she will be informed as soon as possible
- We will provide the following information to Ofsted/Lincolnshire Safeguarding Children's Board:
 - a) What happened?
 - b) What systems are in place for preventing such occurrences?
 - c) What we did, at what time and in what order
 - d) Who we informed and when

We will cooperate fully in any investigation

Recording

We will start to build a record as soon as is possible in the incident log, this will include;

- The last definite sighting of the child
- Any unusual behaviour of the missing child or other children
- How many children were on the premises?
- How many adults were on the premises and who?
- What steps have been taken and when, by whom

Dealing with People's Reactions

We accept that parents will be frightened, distressed and angry, the setting hopes that by sharing its policies with parents/carers this will gain a mutual understanding of the framework within which we work and hopefully will aid the processes. Naturally, we accept that in such circumstances powerful emotions are involved. We will be clear about the circumstances surrounding the incident and will respond to questions without implications or admission of responsibility.

Dealing with the Media

Distressed parents may contact the local press, or reporters may hear about the incident if the police are involved. All adults will be asked to refer all enquiries to the agreed spokesperson.

The spokesperson for the setting is Katie Wood the Proprietor

Informing other Parents

We recognise that other parents will need to be given brief, accurate information as rapidly as possible. We will ensure that this happens by:

- Calling a short meeting when parents/carers collect children, or
- Talking to parents/carers when they arrive at the next session, or
- Sending a note home with each child

When the Child is Found

We recognise that during the time a child is missing, however briefly, all involved, parents and others; suffer great fear, guilt and distress. It is not always easy to control all these emotions when the child is found. We will accept that it is important to remember;

- That the child also might have been afraid and distressed and might now be in need of comfort
- Remain calm and reassure the child
- Ensure the child is not hurt
- Acknowledge that it may not have been the child's fault
- That the incident provides a good opportunity to talk to all the children to ensure that they understand that they must not leave the premises, and why

After the Incident

- We will review our current procedure
- We will evaluate processes and make necessary adjustments to ensure future effectiveness

Contacts

- Lincolnshire Police:- Tel: 0300 111 0300
- Ofsted:- Tel: 08456 404040
- Lincolnshire Safeguarding Children's Board customer service centre:- Tel: 01522 782111 & Out of Hours Tel: 01522 782333

'Non-working' STAFF RESPONSIBILITIES

Staff travelling to and from work or who are outside of the Nursery premises waiting for working hours to start, for example at the local Primary School awaiting collection of Kids Club children or staff walking to/from work in uniform, are not under the jurisdiction of Woodside Childrens Nursery and any issues that occur as a result of interaction with children/young people whether from the setting during these times are deemed to be outside working hours and Woodside Childrens Nursery will not be held responsible for any actions taken by individuals during such times.

From time to time our staff are asked to babysit or take care of children outside of a staff's rota'ed working hours, this may be from the end of their shift or during a weekend or non-working day; such arrangements are made on a private basis between the child's parent/carer and any individual staff member. Woodside Childrens Nursery requires written notification of any such arrangement and parents/carers accept that their child(ren) becomes the personal responsibility of the individual staff member from the agreed time.

NURSERIES CLOSURE PROCEDURE

In the event of exceptional circumstances Woodside Childrens Nursery will not open if this results in a breach of EYFS welfare requirements and/ or Ofsted registration.

In order to operate we must meet the following criteria

- The EYFS welfare requirements
- Hold a valid insurance policy
- Appropriately qualified staff available
- Appropriate child: staff ratios
- Appropriately assess the physical environment of our setting (risk assessment)
- Our ability to safeguard the children in our care in the event of a Critical Incident

An exceptional circumstance is defined as something which has happened beyond our normal level of control such as

- Lack or failure of heating
 - Accidental damage or vandalism to the setting making it unfit for purpose
 - Failure in supply of services (water, sewerage, electricity, gas)
 - Ratios due to illness or understaffing
 - Extreme weather conditions such as snow, flood or storm
- (Our opening will usually run in conjunction with local schools)

Unexpected closure before a session

On discovering that a scheduled session is not able to run, the following procedure will start:

- The first member of staff on site will inform the Manager/ Proprietor. If needed the emergency services will also be contacted
- The Manager will contact parents immediately to inform of session closure and reason
- Unexpected closure poster will be displayed on main door
- The Proprietor, manager or deputy will inform Ofsted and if necessary the insurance company

Closure during a session

- If necessary children will be evacuated to a place of safety as per the emergency assembly/collection point:-
Frontage of Nursery outside the first Blue Garage Door
- Parents will be contacted to collect their children

Whenever a session is closed a report will be completed confirming the circumstances and any actions taken. This will be available for parents to view at any time.

NO SMOKING POLICY

It is the policy of Woodside Childrens Nursery that the premises will be smoke free. This policy has been developed to protect all employees, service users and visitors from exposure to smoke and assist in the compliance of the Health Act 2006.

Smoking, including the use of e-cigarettes is prohibited in all areas of the premises and this policy applies to all employees, contractors, customers, and visitors.

Appropriate 'No Smoking' signs will be clearly displayed at the entrance to and within the premises.

Disciplinary procedures will be followed if a member of staff fails to comply with this policy and those persons who fail to comply with the smoke free law of 2007 may be liable to a fixed penalty fine and possible criminal prosecution.

OUTDOOR PLAY POLICY

Woodside Nursery aims to promote outdoor provision as a vital part of following the EYFS and enabling us to provide your child with positive experiences. We believe that outdoor learning is crucial to children's development for the following reasons: -

- Outdoor play is vital for the healthy growth and development of children.
- Movement is a vital component of play and other forms of learning and requires space.
- Children are losing the places in society where they can play freely.
- Being outdoors has a positive impact on children's sense of well-being and helps all aspects of children's development.
- Being outdoors can offer opportunities for doing things in different ways and on different scales than when indoors.
- It gives children first-hand contact with weather, seasons and the natural world.

Our outdoor areas are separated into age appropriate sections. Children play at their own level on the play equipment, closely watched by the staff who will give assistance if a child gets into difficulty. Children will have access to outdoor play every day and in all weathers.

All children attending Nursery should be well enough to play outside, if a child is not well enough to play outside, they will be considered too ill to attend Nursery and will be sent home in line with our Exclusion Procedure for illness. Equally if a parent/carer brings a child into Nursery and requests they do not play outside outside Woodside Childrens Nursery will request the parent/carer takes the child home.

Safety

Safety will always be of prime consideration and the following measures will be taken to minimise the risks of playing outside -

- A member of staff will always inspect the area before taking the children outside.
- After the area has been inspected and is safe the children will be escorted outside. Outdoor registers are used to ensure all children are accounted for on leaving and re-entering the building.
- Children are supervised at all times, within the relevant ratios. An outside toilet is available for the children to use and a member of staff will accompany them.

Appropriate Clothing

Parents are expected to support our Outdoor Play Policy by either providing duplicate 'Outdoor Clothes & Footwear' which enables their child to 'Get Messy' or arrive in items which are acceptable to play outside in. Please ensure all items of clothing and footwear are named. The Nursery will not take responsibility for any items of clothing which are made dirty or damaged as part of outdoor play.

If a child does not have any appropriate weather related outdoor clothing including rain coats, protective wear, parents/carers will be telephoned and asked to bring the relevant item in for their child.

OUTINGS POLICY & PROCEDURE

Woodside Childrens Nursery recognises the importance of trips and outings for children in providing new and enhanced experiences which embrace the EYFS. While undertaking trips and outings we recognise the need for safety at all times.

It is the policy of the setting to ensure that:

- Equal opportunities exist for all children i.e. that children with disabilities and cultural requirements etc are included
- A first aider will be in attendance that has a current paediatric first aid certificate
- A written risk assessment will be conducted prior to the outing and all staff will be made aware of this
- That no child will ever be left unattended in a vehicle
- That safety is maintained whilst children board or exit vehicles or whilst walking
- There is access to a mobile phone by the whole group and by individual group leaders
- Adult/child ratios are adhered to and will be exceeded according to circumstances
- Staff will carry a mobile phone so they can contact the setting at all times.

At all times the following procedures will be carried out:

- A written risk assessment of the venue prior to the visit to assess any potential risks both en-route and at the venue
- Full details of the outing will be given to all parents where possible and appropriate
- Written parental permission will be obtained from Entry Records
- Telephone contact details for each child will be available to each group leader via the main office
- Transport checks will be undertaken as stated in the Transportation policy. For example:
*Insurance will be checked on private hire vehicles/coaches or staff members that are providing transport
Records of vehicles and drivers including licenses and MOT certificates are acquired. Checks to ensure that contracted drivers or escorts are registered with the DBS are clear. (This is the responsibility of the contracted person's organisation). Harnesses, seat belts, booster seats are used where necessary; children are seated appropriately with regards to airbags. Maximum seating will not be exceeded.*
- An emergency meeting point will be established and made known to everyone on arrival

Essential equipment will be taken and should include

- First aid kit
- Mobile Phone per group leader
- Copy of risk assessment
- Any relevant policies to be referred to
- Medication (if applicable)
- Spare clothing
- Plastic bags
- Bucket and paper towels (where appropriate)
- Register
- Emergency contact details including at least 2 different people must be provided. These numbers must be of people who will definitely be contactable on the day
- Essential records including list of children with known allergies

Emergency Procedure

In the event of an accident staff will:

- Administer first aid if it is required whilst ensuring that the remaining children are supervised and ratios are maintained
- Call an ambulance if one is required
- Inform the Proprietor or Manager about the accident
- Contact the parents /carer or emergency contact
- Ensure that if the parent is unavailable a member of staff will accompany the child in the ambulance should this be necessary
- Make arrangements for the remainder of the group, depending on the circumstances of the emergency
- A record of the accident/ incident will be completed
- In the case of any serious accident /injury Ofsted and RIDDOR will be informed

In the event of a child being lost:

The manager or senior staff member on the outing must be informed as soon as it is realised that a child is missing

- The groups will make their way to the emergency meeting point
- An immediate roll call and register will be taken of each individual group or the whole group
- Ensure remaining staff/child ratios and safety is maintained
- Staff will be deployed with mobile phones to search the immediate area
- The manager will contact personnel at the venue to alert them that a child is missing and their own procedures need be put into place
- If the child is not located, parents/carers will be contacted and informed of the situation in a clear, calm, concise manner
- The police will be informed
- If parent/carers cannot be contacted staff will use the second emergency contact number and continue to do so until a parent or carer has been informed of the situation
- In the case of a missing child Ofsted will be informed
- It is intended that the missing child policy will be referred to and followed

PARTNERSHIP WITH PARENTS POLICY

Woodside Childrens Nursery recognises that parents/carers are the first educators of their children and our aim is to work in partnership with parents and carers in providing an environment that supports and involves them in the work of the setting.

- We will inform all parents/carers about the setting, how it operates, opening times and policies and procedures through written information, via our website, parent notice boards and informal communication
- We will assign each child with a key person with whom the parents will have regular communication
- We will provide information on our fee structure and payment policy
- All parents will have access to our complaints procedure and we will ensure that any complaints are dealt with effectively in accordance with the complaints procedure
- We will keep parents/carers informed of activities by displaying information, work products, and photos on display boards
- Opportunities will be provided for parents/carers to access information about the framework/activities offered in the setting and contribute to their child's learning in the setting and how they can be involved at home
- We will provide opportunities for parents/carers to contribute their own skills, knowledge and interest to the activities of the setting
- Ensure all parents/carers are aware they can discuss their child's progress and development at any time
- We will aim to hold annual parents evenings
- We will involve parents/carers in the shared development record keeping about their child, either formally or informally and ensure they have access to their child's written learning and development records/daily diaries
- We will inform parents/carers through newsletters, emails and letters of all news and developments within the setting and ensure that parents are aware that they are welcome to contribute in any way they feel able
- We welcome suggestions and will actively seek parental views via parent questionnaires on an annual basis. Therefore ensuring that we are meeting the needs of both children and families
- We will listen to all suggestions and acknowledge that all children, parents and staff have the right to be consulted and be heard
- We will ensure that parents/carers have access to their child's developmental records at any time and access to other records in line with the access to personal information procedure within the confidentiality policy
- We will ensure that all aspects of the child's achievements, experiences and friendships are shared and discussed with the parents. We welcome parents at any time to discuss their child's development by giving regular verbal feedback after each session attended

PAYMENT POLICY

Woodside Childrens Nursery encourages prompt payment but recognises that at times some parents/carers may experience financial difficulties. We will ensure that no child or their families are penalised should this situation arise and will endeavour to arrange a payment plan that is acceptable to both parties, enabling the child/children to continue to attend. All financial matters will be dealt with the utmost sensitivity and consideration and in confidence.

In the event of non payment:

- A member of the Management Team will liaise with the parent/carer concerned
- A payment plan will be agreed if necessary
- Where unmet payments continue a member of the Management Team of Woodside Childrens Nursery will liaise with the parent/carer to arrange payment options
- Where there is no resolution the child's/children's place may be withdrawn with immediate effect
- Woodside Childrens Nursery will contact Tax Credits where cases of non-payments continue
- An admin fee of between £10.00 & £20.00 will be added to accounts where constant efforts are made to send repeated invoices and letters to account holders who consistently refuse to pay invoices whether their child is still in attendance of the setting or if the child has left.
- Court claims will be raised when debts are not resolved within the time allocated and related charges and interest added to amount outstanding.

Payment Methods.

- Cash & Cheques received are confirmed by Receipts. Copies are available on request, a minimum charge of £10.00 will be levied for any request for financial information which dates further than 28 days. Extensive searches will bring about additional costs, which will be advised on a case-by-case basis.
- Cheques should be made payable to 'Woodside Childrens Nursery Limited'. If a cheque is returned due to 'insufficient funds' the bank charges imposed will be passed on - it is up to you to have sufficient funds in the account
- BACS payments are welcomed but request a 'child's name or initials' to be the reference for each payment in order to match payments. Bank details are on the bottom of each invoice and equally can be given upon request

Account Credits

Woodside Childrens Nursery will only return monies from accounts which are in credit when the child leaves the setting. If a child's account is in credit & payments are still being received we will ask for payments to be decreased or amended to re-balance the account. Credits which are returned in line with this policy will be made by cheque or direct Bank deposit, parents/carers are responsible for ensuring correct bank account details are provided; Woodside Childrens Nursery will not be held responsible for any payments made to the wrong account if incorrect details were provide to us.

Invoice/Statement Queries

Any queries relating to monthly invoices and statements must be raised within 28 days.

Tax Credit

Woodside Childrens Nursery is registered with Ofsted, therefore where appropriate parents/carers are able to claim working tax credits. Details are available upon request.

Additional information

Requests for additional information which are above and beyond the required information (e.g. monthly invoices and statements) will be supplied but additional costs will be applied for providing such information. E.g. requests for Nursery to complete paperwork which is not specifically addressed to Woodside Nursery; repeat requests for yearly costings / forecasting of charges, requests for historical information.

Childcare Vouchers

Woodside Childrens Nursery is registered with most of the Voucher Companies and accepts their childcare vouchers. If we are not part of the scheme you are currently with, we are more than happy to accommodate this by joining them. Details are available on request.

Free Government Funded – ‘Early Years Education Entitlement’ for 2, 3 + 4 Year Old Children

- No registration fee is charged to parents who only access Early Years Education Entitlement funded hours
- The Early Years Education Entitlement is free to all 3 + 4 Year olds for up to 15 Hours per week (commencing the term after a child turns 3) during term times only or for 12 hours per week covering School holidays, with the exception of the main summer holiday.
- Invoices will only be provided to parents/carers if “extras” are accessed, such as meals or late charges.
- If an invoice is required as proof of attendance these can be supplied upon request.
- Parents/Carers cannot move between the 12 hours stretched and 15 hour attendance pattern during an academic year, children can only make this change when moving from 2 yr funding to 3&4 year funding or at the start of each academic year.

PLAY EQUIPMENT, RESOURCES & ACTIVITIES POLICY

All the toys and equipment used at the nursery will provide opportunities for children with adult support if needed. We aim to help develop new skills and concepts in the course of their play and exploration, as well as providing challenges, appropriate to age and stages of children. Play equipment will be monitored for its use, it will be safe, hygienically cleaned and safety checked regularly.

We offer equality and a choice for all; we will encourage multi-cultural activities and explore many religious festivals. Activities will be differentiated to include the needs of all children. No child will be stereotyped and all toys, games, activities will be available to everyone regardless of gender and/or ability. Play materials, activities and resources will be chosen and provided to demonstrate diversity of background and ability, also to give children a balanced view of the world and an appreciation to the rich diversity of our multi-cultural society. These will help to develop positive attitudes to differences of race, culture, language, gender and/or ability.

A wide range of activities will be available and staff will adapt any activity to the child’s need. Each child will be able to decide upon their own ‘choice of play’ through continuous provision and choice activities. Each child will also be provided with the opportunity to experience a varied program of activities, which will include a balance of active and quiet play. Outdoor play will be treated as important as indoor play.

The nursery will aim to develop children’s positive self-esteem and the esteem of others through posters and display materials and circle time activities.

Staff will be expected to set a good example by treating one another and the children with respect.

PROFESSIONAL LOVE

All Staff and specific Key Workers to children can support 'Healthy Brain Development' by building secure attachments with children of all ages in line with providing a safe and stimulating environment here at Woodside. This can come in the form of a hug, loving words, an appropriate kiss and/or comfort of sitting close to or on knees of staff. We respect that in any way we are not 'replacing' or 'overriding' any maternal connection that comes between parents/carers and reassure any concerns that this is not 'over done' but taken in appropriate proportion to the requirements of each individual situation.

Key workers are chosen with a Child's best interests taken into consideration and choosing a 'favourite' staff member via a parent/carer is not necessarily the correct solution. We accommodate needs where possible and children can be very different when in a nursery environment to home life.

QUALITY POLICY

We will endeavour at all times to develop, demonstrate and sustain quality in all areas of the Nursery. This is a positive and visual way of ensuring that both parents and children are offered top quality childcare.

Quality at the Nursery means:

- A Warm and Friendly, Supportive Environment
- A Child Centered Service
- Working in Partnership with Parents
- Positive Play
- Up-to-Date Administration
- High Quality Staff
- Safe Premises - Indoor and Outdoor
- Nutritious Healthy Meals and Snacks

We are Committed to Delivering a Quality Service to all:

- Strive for Continuous Improvement in all that we do
- Promote Equality of Opportunity through our Internal and External Conduct
- Are Accountable for all Our Actions
- Give Value to all our Children & Parents

RECRUITMENT POLICY & PROCEDURE

Woodside Childrens Nursery recognises the need to meet the requirements of the Early Years Foundation Stage (EYFS) for child care in relation to safer recruitment.

Throughout the year Woodside Childrens Nursery receives ad hoc requests for employment; such requests are responded to and kept on file for future reference. As and when a vacancy arises, Woodside Childrens Nursery will review any applications received prior to the vacancy to see if any potential candidates fulfill the job description/person specification. Where appropriate, any vacancies will also be advertised internally and on our website. Consideration will be given to apprentices completing their training with us and looking for continued employment at Woodside Nursery. All candidates will be treated on an equal basis. If no suitable candidates arise from these afore mentioned fields, then we will advertise further afield using local media and the job centre as appropriate.

In order to achieve this we will ensure all vacant job descriptions are:-

- Reviewed and amended to accurately reflect the role and to meet current legislation
- All advertising and recruitment processes will be in accordance with our 'Equality Act Policy'
- Job sharing will be considered
- Applications of present staff will be treated on an equal basis with external applications
- Advertisements will state that the position is subject to a Disclosure and Barring Service (DBS) check and the position is exempt from the Rehabilitation of Offender's Act 1974. This includes any convictions considered as "spent" under the Act and all in accordance with equal opportunities
- Advertisements will also state that any persons who are disqualified from working with children, elderly or vulnerable adults, or who have a conviction for a violent crime either due to their own disclosure or due to a disclosure of someone living in the same household will not be able to apply due to current legislation, unless the individual holds a waiver from Ofsted. Individuals who hold a waiver will be assessed upon their ability to carry out the role in accordance with the job description and person specification and will not be discriminated against.
- Applications will only be sought from persons over the age of 17 years
- For each vacancy advertised a file will be kept for twelve months from the date of appointment which contains the following: Candidates' Application, Person Specification, Job Description, Job Advertisement, Record of Candidates' Assessment, and Correspondence with Candidates.
- Candidates who are interviewed will be asked to declare any medical conditions that may affect their ability to work with children
- We reserve the right to bring forward a closing date if appropriate candidates have been found prior to the closing date.

Procedure

- Identifying a job vacancy.
- Review previous requests received for employment and advertise internally and on our website.
- An application form and a disqualification questionnaire will be supplied to each candidate requesting one, on which full employment history, qualifications, references and previous experience will be detailed
- Any disclosure from the disqualification questionnaire will be investigated to see if the applicant can legally continue the process
- A job description and person specification will accompany the application form which will detail and outlining the responsibilities of the role
- A copy of Woodside's Safeguarding Policy will also be sent to any potential applicant
- All manual handling requirements are clearly identified during recruitment so that appropriate medical advice

can be taken as part of pre-employment health screening.

- All completed application forms will be collated.
- If there are insufficient or inappropriate candidates, external advertising using local medias and job centres will proceed and the above four bullet points will be repeated.
- A selection panel of 2-3 appropriate staff members of Woodside Childrens Nursery will be appointed
- Where applicable based on number of applicants, the selection panel will create a shortlist of candidates by comparing the applications against the Person Specifications and identify the candidates who best meet the stated criteria
- Shortlisted candidates will be invited to interview
- Candidates not invited to interview will be advised of this in writing or via email.
- Every attempt will be made to collate references prior to interviews, referees will be asked about the candidate's suitability to work with children and young people and if the candidate has been subject to any safeguarding concerns
- Potential candidates will have the opportunity to visit the setting during face to face interviews where they will be required to bring proof of their identity and qualifications. This interview will also explore a candidate's suitability for the post and may involve spending time with some of the Nursery's children, either informally or by providing a formal activity. If an activity is required, notice will be detailed in the letter inviting an applicant to interview.
- Interviewed candidates will be advised that their publicly accessible social media accounts will be viewed prior to a potential offer of employment being made
- During interview candidates will be asked to declare any existing medical conditions that may affect their ability to work with children. Woodside Childrens Nursery will request medical reports under the Access to Medical Reports Act 1988 for candidates who disclose such information and consent to sharing their medical reports. Candidates who do not give consent for Woodside Childrens Nursery to access medical reports are advised that Woodside Childrens Nursery will assess their suitability for the post based on the information available.
- Any potential candidate, who is not already an employee of the Nursery, will NOT be left unsupervised with children within the nursery.
- Following interviews, the selection panel will decide upon the best candidate, the selection panel will also access "publicly" accessible social media accounts
- The successful candidate will be contacted by telephone and then an offer followed up in writing, subject to satisfactory enhanced Disclosure and Barring Service (DBS) disclosure, including clearance of disqualification checks including by association, health checks (if required) and adequate references.
- The successful candidate will be asked to confirm their acceptance in writing.
- On receipt of the candidate's acceptance of the role, the unsuccessful applicants will be advised in writing.
- A Disclosure and Barring Service (DBS) check will be taken prior to employment starting and references sought if not gained by this point.
- Qualifications will be checked using the Teaching Agency
- All new employees will be subject to a three month probationary period, a clause regarding this is contained in our employment contracts
- Each new member of staff will have a job description, a staff induction pack, staff handbook, staff record sheet, (statement of particulars) and contract of employment
- An employment contract will be created, received and agreed by an employee within one month of their start date
- A full induction will be completed within the first three months of employment, which will be documented
- A performance review will take place with the new employee at regular intervals during the specified probationary period to ensure they are settling into the team and meeting the requirements of the post
- A supervision, appraisal and review system is in place to support performance management.

Disclosure.

Staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their time at Woodside Childrens Nursery), regardless of if the disclosure is of the individual, a direct family member or someone living in the employees household.

Where Woodside Nursery learns, or is made aware, of information which may lead to the disqualification of an employee, we will take any appropriate action necessary to ensure the safety of children. If any action is taken or due to be taken against an employee's member of family or person living within the same household of the employee, Woodside Childrens Nursery reserves the right to ensure the safety of children is maintained at all times and will take appropriate action according to the circumstances.

In the event of a disqualification of the registered provider, or someone directly concerned in the management of this provision, the provision of early years at Woodside Nursery would cease.

RISK ASSESSMENT POLICY

We ensure that the nursery is a safe environment for your child. We risk assess all furniture, rooms and resources to ensure the nursery is safe for children and adults at all times, these assessments are reviewed annually and whenever a change to a risk is identified, e.g. a toy which may be causing accidents, or a change to circumstances, e.g. new equipment or room changes. We ensure that all activities are safe for the children and that the indoor and outdoor environments are checked for any risks before using them.

Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.

Parents/Carers are advised that Woodside Childrens Nursery recommends that children do not wear jewellery of any kind whilst at the setting. Children who come to the setting wearing jewellery do so under the parents/carers own risk and Woodside Childrens Nursery cannot be held responsible for any damage or injury caused to their child which involves jewellery of any kind.

SAFEGUARDING CHILDREN /CHILD PROTECTION

POLICY

Safeguarding is defined as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- taking action to enable all children to have the best outcomes.

Children includes everyone under the age of 18 and up to the age of 25 years, if there are special educational or additional needs; we recognize that additional barriers can exist when recognizing abuse and neglect in children and young people with special educational needs and disabilities and will work sensitively to the fact that these groups can face additional safeguarding challenges.

Woodside Childrens Nursery fully recognizes its responsibility for Safeguarding Children & their parents/carers and works within the guidelines set out by the Local Safeguarding Childrens Board. We are also committed to an environment in which everyone is safe from abuse and where any suspicion of abuse, neglect or any other safeguarding area is promptly and appropriately responded to, regardless of who the 'abuser' or perpetrator is, this includes our staff members. Any staff member who is suspected of neglect in any form will be investigated and subject to the disciplinary process. We will work within the guidelines laid down by the Local Safeguarding Children Board and current government guidance *'What to do if you are worried a child is being Abused – Summary'* (DfE publication) via gov.uk.

This policy applies to all staff, management, students and volunteers working within this setting. Reference is also drawn to the settings Whistleblowing policy which appears later in this document.

Safeguarding concerns will be confidential and shared only on a need to know basis. This policy will be implemented in conjunction with the safeguarding children / child protection procedure.

Setting's Designated Safeguarding Lead: Katie Wood, the Proprietor.

If not on site can be contacted 24/7 for Safeguarding/Child Protection issues: 07788455655

General advice and concerns regarding safeguarding children should be directed to:-

- **Lincolnshire Safeguarding Children's Board Customer Service Centre: Tel: 01522 782111**
- **Lincolnshire Police: Tel: 0300 111 0300**
- **Ofsted: Tel: 08456 404040**
- **LADO (Local Authority Designated Officer) referrals: 01522 554674**
- **FGM Helpline: 0800 028 3550 (Non-urgent queries)**
- **Prevent Duty Helpline: 101 or 020 7340 7264 (Non-urgent enquiries)**

N.B. All urgent issues should be reported via Lincolnshire Safeguarding Children’s Board Customer Service Centre or Lincolnshire Police (numbers cited above).

Definitions and information of Safeguarding Risks

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| <p>What is child abuse?</p> <p>The World Health Organization distinguishes four types of child maltreatment:</p> <ul style="list-style-type: none"> • physical abuse; • sexual abuse; • emotional and psychological abuse; • neglect. <p>Child abuse is any action by another person – adult or child – that causes significant harm to a child.</p> <p>Child abuse often happens over a period of time, rather than being a one-off event. And it can increasingly happen online.</p> <p><i>From NSPCC</i></p> | <p>What is domestic abuse and violence?</p> <p>Domestic violence and abuse is defined by Crown Prosecution Service (CPS) as:</p> <p>"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial and emotional."</p> <p>The definition is supported by the following explanatory text:</p> <p>"This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group."</p> <p><i>From www.cps.gov.uk</i></p> <p>Children may be affected by domestic abuse and/or violence if they witness such acts.</p> |
| <p>What is breast ironing?</p> <p>Breast Ironing is practiced in some African communities. Girls aged between 9 and 15 have hot pestles, stones or other implements rubbed on their developing breast to stop them growing further. In the vast majority of cases breast ironing is carried out by mothers or grandmothers and the men in the family are unaware.</p> | <p>What is Female Genital Mutilation (FGM)?</p> <p>FGM is a procedure where the female genitals are deliberately cut, injured or changed, but where there’s no medical reason for this to be done.</p> <p><i>NHS April 2019</i></p> <p>We have a statutory duty to report any known cases of FGM. It is a legal offence to counsel, encourage or assist a person to commit an FGM offence.</p> |

What is honour-based violence?

'Honour' based violence (HBV) is a form of domestic abuse which is perpetrated in the name of so called 'honour'. The honour code which it refers to is set at the discretion of male relatives and women who do not abide by the 'rules' are then punished for bringing shame on the family.

From www.domesticviolencelondon.nhs.uk

Forced marriage?

FM is a criminal offence under the Anti-Social Behaviour Crime and Policing Act 2014 (the 2014 Act). Section 121 of the 2014 Act states:

A person commits an offence in England and Wales if he or she –

- a) uses violence, threats or any other form of coercion for the purpose of causing another person to enter into a marriage, and
- b) believes, or ought to reasonably to believe, that the conduct may cause the other person to enter into the marriage without free and full consent.

From www.cps.gov.uk

A forced marriage is different to an arranged marriage, an arranged marriage has the consent of both parties.

What is peer on peer abuse?

We define peer on peer abuse as:

- An individual, or group of like-minded individuals, who attempt to bully, influence, coerce, intimidate and/ or harm another person of any age by any means, e.g. verbal, physical, via social media, etc.

What is controlling or coercive behaviour?

Section 76 of the Serious Crime Act 2015 states that Controlling or Coercive Behaviour in an Intimate or Family Relationship is an offence. An offence is committed if a person, repeatedly or continuously, engages in behaviour towards another that is controlling or coercive; and the behaviour has a serious effect the other person, through fear that violence will be used against them or if it causes serious alarm or distress which has a substantial adverse effect on their day-to-day activities.

From www.cps.gov.uk

What is child sexual exploitation?

Child sexual exploitation is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts

Risk of gangs

Children and young people involved with, or on the edges of, gangs might be victims of violence or they might be pressured into doing things like stealing or carrying drugs or weapons. They

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| <p>such as masturbation, kissing, rubbing and touching outside clothing.</p> <p>It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.</p> <p>It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity</p> <ul style="list-style-type: none"> (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. <p>The victim may have been sexually exploited even if the sexual activity appears consensual.</p> <p><i>From DfE Feb 2017</i></p> | <p>might be abused, exploded or put into dangerous situations.</p> <p>For lots of young people, being part of a gang makes them feel part of a family so they might not want to leave. Even if they do, leaving or attempting to leave can be a really scary idea. They might be frightened about what will happen to them, their friends or family if they leave.</p> <p><i>From NSPCC</i></p> |
| <p>What is the Prevent Duty?</p> <p>Section 26 of the Counter-Terrorism and Security Act 2015 places a statutory duty on us to have “due regard to the need to prevent people from being drawn into terrorism or extremism”.</p> <p>Prevent Duty Helpline: 101 or 020 7340 7264 (Non-urgent enquiries)</p> | <p>Radicalisation</p> <p>The process by which a person comes to support terrorism and extremist ideologies.</p> <p>“Radicalisation is a vague and non-specific word which different people may use to mean different things..... this nation and our culture are tolerant of religious diversity.....”</p> <p><i>Justice Holman, March 2014</i></p> |
| <p>What is extremism?</p> <p>The government has defined extremism in the Prevent Duty as: “vocal or active opposition to fundamental British values”. This also includes calls for the death of members of the British</p> | <p>What are British values?</p> <p>British values are defined as “democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.”</p> |

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| <p>armed forces. Extremism and radicalisation might include; violent Islamist groups, the extreme right wing and other causes.</p> | <p>We encourage everyone at our setting to respect others.</p> |
| <p>Cyberbullying</p> <p>Cyber bullying is defined as: the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.</p> | <p>Online safety</p> <p>Children can play, learn, create and connect via the internet, however this is also a platform for accessing inappropriate materials and grooming. We will ensure our children only access appropriate materials on technological devices provided by the setting.</p> <p>Devices brought in from home are harder to control, however staff will remain vigilant to see the types of material being accessed, if inappropriate access is suspected the device will be removed and returned to the parent/carer at the end of day.</p> <p>Children will not be permitted to sign their devices into the settings WiFi.</p> |
| <p>What is self-harm?</p> <p>Self-harm is when somebody intentionally damages or injures their body. Its usually a way of coping with or expressing overwhelming emotional distress.</p> <p><i>From NHS UK</i></p> | <p>What is inappropriate adult behaviour?</p> <p>Children can sometimes be exposed to inappropriate adult behaviour or material such as films, images, social media sites, websites or sexting.</p> <p><i>From Independent Safeguarding Service Audit Tool</i></p> |
| <p>What is harmful sexual behaviour?</p> <p>This includes</p> <ul style="list-style-type: none"> • Using sexually explicit words and phrases • Inappropriate touching • Using sexual violence or threats • Full penetrative sex with other children or adults <p>Sexual behaviour between children is also considered harmful if one of the children is much older. However a younger child can abuse an</p> | <p>Children who go missing</p> <p>Children may go missing for a number of reasons, for example they may run away from a problem, such as abuse or neglect at home, or to somewhere they want to be. They may have been coerced to run away by someone else.</p> <p>Whatever the reason, children and young people that go missing are at risk of serious harm. There are particular concerns about the links between</p> |

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| <p>older child, particularly if they have power over them, for example if the older child is disabled.</p> <p><i>From NSPCC</i></p> | <p>children running away and the risks of sexual exploitation. Missing children may also be vulnerable to other forms of exploitation, to violent crime, gang exploitation, or to drug and alcohol misuse.</p> <p>Although looked after children are particularly vulnerable when they go missing, the majority of children who go missing are not looked after, and go missing from their family home.</p> <p><i>From DfE Guidance Jan 2014</i></p> |
| <p>What is Chanel?</p> <p>Chanel is a programme that provides support to people who are identified as being vulnerable to being drawn into terrorism or extremism. It is a supportive approach and operates in the pre-criminal space. The programme uses a multi-agency approach to protect vulnerable people by:</p> <ul style="list-style-type: none"> • identifying individuals at risk • assessing the nature and extent of the risk. • developing the most appropriate support plan for the individuals concerned | <p>LADO (Local Authority Designated Officer)</p> <p>If an allegation or suspicion arises within an individual's own work, with his or her own Children, with other children living outside the family or historical allegations, then LADO MUST be informed (alongside Ofsted and the Local Safeguarding Board).</p> <p>Reference Whistle Blowing policy</p> <p>Referrals: 01522 554674</p> |

Contact Details

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| <p>Any concerns regarding any of the above noted areas must be reported to the Safeguarding Lead immediately, or in urgent cases directly to the Lincolnshire Safeguarding Children's Board Customer Service Centre or Lincolnshire Police. 999 can also be called if the situation is warranted.</p> <p>If the concern is about a staff members practice, LADO, must be informed.</p> | |
| <p>Contact Numbers:</p> <p>Prevent Duty Helpline: 101 or 020 7340 7264 (Non-urgent enquiries)</p> <p>FGM Helpline: 0800 028 3550 (Non-urgent queries)</p> | <p>Lincolnshire Safeguarding Children's Board Customer Service Centre: Tel: 01522 782111</p> <p>Lincolnshire Police: Tel: 0300 111 0300</p> <p>LADO (Local Authority Designated Officer) Referrals: 01522 554674</p> |

Ofsted: Tel: 08456 404040

N.B. All urgent issues should be reported via Lincolnshire Safeguarding Children's Board Customer Service Centre or Lincolnshire Police (numbers cited above).

Recruitment

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| <p>Recruitment procedures will ensure the suitability of staff and volunteers working with children and will follow Early Years Foundation Stage welfare requirements with regard to Disclosure and Barring Service (DBS), disqualification including by association and references.</p> <p>Interviewing staff have been trained in 'Safer Recruiting'.</p> <p>All our staff, students and volunteers are subject to DBS (Disclosure and Barring Service) checks.</p> | <p>All staff will be made aware of safeguarding procedures and will be required to attend safeguarding/child protection training regularly and will be informed of any new regulations & issues that relate to their job role.</p> <p>Safeguarding is discussed at every staff meeting, supervision and appraisal and circulated on a need to know basis as necessary.</p> |
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Responsibilities

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| <p>Employer's responsibilities</p> <p>We have a responsibility to:</p> <ul style="list-style-type: none">• to safeguard, protect and promote the well being of all who attend and work at the setting, including children and young people, parents & carers, staff, volunteers, students, etc.• alert training providers/colleges to any concerns regarding our work-based learners• comply with our statutory duty to "prevent people from being drawn into terrorism or extremism"• be alert to any changes in our employees/students/volunteers behaviour, that gives us cause for concern• alert the local authority if we discover or | <p>Employee/Student/Volunteer's responsibilities:</p> <p>You have a responsibility to</p> <ul style="list-style-type: none">• individual responsibility for safeguarding• to safeguard, protect and promote the wellbeing of children and young people, parents & carers attending the setting,• complete a Chanel awareness course as part of induction• complete a safeguarding quiz as part of the induction process• share any concerns about a child, parent or carer, or staff member, student or volunteer with the designated named person.• share any concerns with the Lincolnshire Safeguarding Children Board customer services unit or the Police if you believe |
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| <p>suspect a private fostering arrangement</p> <ul style="list-style-type: none"> Follow up absences with a day 1 policy Keep Safeguarding concerns confidential and shared only on a need to know basis notify the registration body (Ofsted) of any circumstances affecting the wellbeing of a child or of an allegation being made against a member of staff, student or volunteer make sure staff are aware of possible indicators of abuse and procedures for recording and reporting through staff training, both internal and external Make a referral to LADO (Local Authority Designated Officer) Referrals where an allegation or concern that a person who works with children, has: <ul style="list-style-type: none"> behaved in a way that has harmed a child, or may have harmed a child; possibly committed a criminal offence against or related to a child; behaved towards a child or children in a way that indicates that he or she may pose a risk of harm to children. | <p>we are not taking your concerns seriously, this will not affect your terms of employment</p> <ul style="list-style-type: none"> Staff members also have the right to share concerns <i>directly</i> with the Lincolnshire Safeguarding Children Board Customer services centre (Tel. 01522 782111) or the police at any point if felt appropriate Remain vigilant to children and young people's activity when using their own personal media devices Alert the Safeguarding Lead if discover or suspect a private fostering arrangement Alert the Room Leader and Safeguarding Lead if a child is due to attend and does not arrive at the setting Attend safeguarding training as required Be aware of possible indicators of abuse and the settings procedures for recording and reporting through staff training, both internal and external Fully understand the safeguarding reporting procedure Report any item of safeguarding Maintain confidentiality where appropriate Report any concerns over practice of your peers, students, volunteers, management |
| <p>What we do to safeguard those who work and use our setting</p> <ul style="list-style-type: none"> Woodside Nursery will ensure a safe environment in which children, parents & carers feel valued, can learn and develop, feel secure and are encouraged to talk and be listened to We will ensure our technological systems are not being used to access terrorist and/or extremist material and remain vigilant to check what is being accessed from any personal devices used by the children who attend our setting We will be vigilant of extremism from outside sources and from family and/or | <p>Allegations about members of staff</p> <ul style="list-style-type: none"> Where an allegation is made against a member of staff Woodside Childrens Nursery will ensure that we cooperate fully with any investigation. The settings disciplinary procedure may follow depending on the result of an investigation If an allegation or suspicion arises within an individual's own work, with his or her own Children, with other children living outside the family or with historical allegations, LADO (Local Authority Designated Officer), Ofsted and the Local Safeguarding Board will all be |

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| <p>cultural beliefs.</p> <ul style="list-style-type: none"> • Report any concerns about malpractice to the relevant parties (Ofsted, LADO & Local Safeguarding Board) so they can be investigated properly and independently; in such cases we will not question or investigate ourselves to ensure a fully independent investigation can take place. | <p>notified.</p> <ul style="list-style-type: none"> • To make a referral or discuss concerns employees should report their concerns to the Company Director, who will contact LADO. If the Company Director is unavailable and/or the person raising the concern feels unable to approach the Company Director, or if the allegation is about the Company Director, the person with the concern should call LADO direct on 01522 554674 where a LADO officer will be available or a message can be left and a call back will be made within 24 hrs. • If an item raised requires investigation from any external agencies, for example Ofsted, LADO, the process may take longer than the settings timescales stated within other policies in this document; including (but not limited to) Disciplinary, Capability, Whistleblowing, Complaints. • In such cases periodic updates, the frequency of which will be determined on a case-by-case basis, will be given to relevant parties including information of how and when to expect updates. |
| <p>Lincolnshire Safeguarding Children’s Board Customer Service Centre: Tel: 01522 782111</p> <p>Lincolnshire Police: Tel: 0300 111 0300</p> <p>LADO (Local Authority Designated Officer) Referrals: 01522 554674</p> <p>Ofsted: Tel: 08456 404040</p> <p>N.B. All urgent issues should be reported via Lincolnshire Safeguarding Children’s Board Customer Service Centre or Lincolnshire Police (numbers cited above).</p> | |

SAFEGUARDING CHILDREN / CHILD PROTECTION

PROCEDURE

Records will be kept as appropriate.

Whenever concerns are raised or worrying changes are observed in a child's, parents or carers behaviour, physical condition or appearance, a specific record will be set up. All suspicions will remain confidential and shared on a need to know basis and the guidance set by the Local Safeguarding Children's Board will be followed.

Where a disclosure is made:

- Reassurance is given
- The person disclosing will be listened to
- The person disclosing will not be questioned
- Promises will not be made to person disclosing regarding not sharing the information in the disclosure

Records will be made to include:

- The person disclosing's name, full address, date of birth
- Date and time of the disclose/observation
- Exact record of disclosure
- Name of person to whom disclosure was made
- Name of any third party present
- Records will be kept separately and securely from the person disclosing's main records with limited access
- Completion of relevant forms

The designated person with responsibility for safeguarding will be informed immediately and procedures followed under the guidance of the Local Safeguarding Children's Board.

Where an allegation is made against a staff member:

- The setting will cooperate fully with any enquiry
- Detailed records will be taken
- The setting disciplinary procedure will be followed where necessary
- Staff will be suspended whilst serious allegations are investigated
- Ofsted, LADO and the Local Safeguarding Board will be informed

Procedures for dealing with allegations against staff

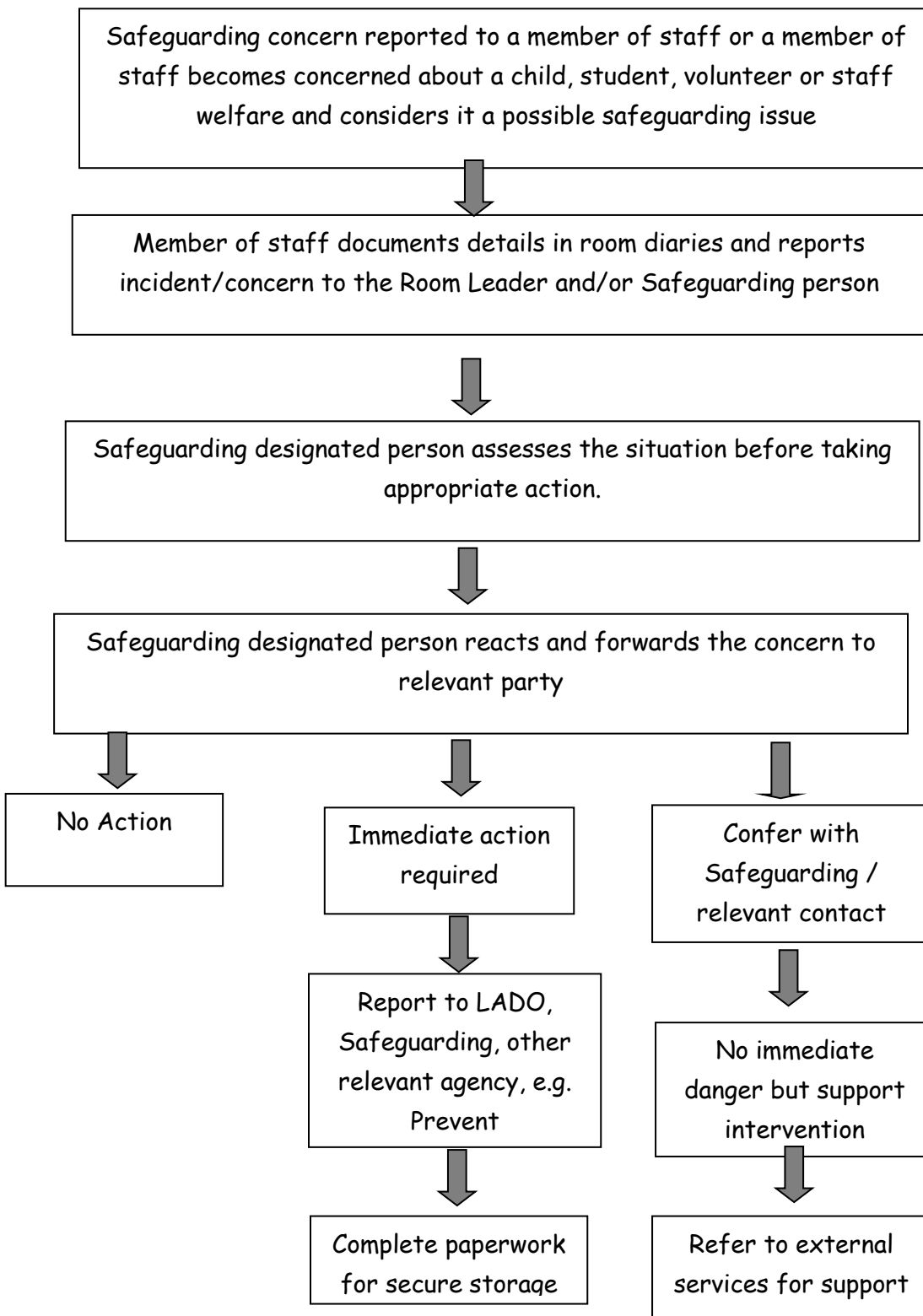
If we receive an allegation against a member of staff who works with children that causes concern that they have:

- Behaved in a way that has harmed a child, or may have harmed a child;
- Possibly committed a criminal offence against, or related to, a child or is associated - be it a direct family member or someone living in the same household with a person - who has committed an offence of a similar nature; or,
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

Supporting families:

- We acknowledge that parents will be the first point of contact and they will be informed of any suspicions **unless** this is deemed likely to put a child at risk
- We will follow the guidelines laid down by the area safeguarding children's board
- The setting, through the safeguarding children policy will inform parents of their role and responsibility regarding safeguarding children
- The setting will continue to welcome children and work with parents throughout any investigation

SAFEGUARDING PROCEDURE FLOWCHART



SPECIAL EDUCATIONAL NEEDS & DISABILITIES (SEN+D)

POLICY

Woodside Childrens Nursery is committed to making our setting inclusive and accessible to all children and to making sure that children are able to reach their full potential. All children have the right to the Early Years Foundation Stage and all staff have a duty to meet the needs of all the children attending the setting.

We have regard for the Special Educational Needs & Disabilities (SEN+D) Code of Practice (DfES 2001) and the Children and Family Act 2014 the early identification and assessment of children with special educational needs and/or disabilities. We have adopted the Early Years Education & Health Care Plan model as outlined in the SEN+D Code of Practice.

Definition of children with Special Educational Needs &/or Disabilities (SEN+D):

- A child has special educational needs if they have a learning difficulty which calls for special educational provision to be made for them
- A child has a learning difficulty if they:
 - Have a significantly greater difficulty in learning than the majority of children of the same age

Or

Have a disability, which prevents or hinders the child from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local educational authority

Or

Are under five and fall within either of the two definitions above or would do if special educational provision was not made for that child. (Education Act 1996)

We aim to foster an environment where all children are:

- Seen as children first
- Fully accepted and involved in all activities
- Encouraged and enabled to be as independent as possible
- Respected when care is of a private nature

In order to meet the needs of all children, including those with SEN, we consider the following issues:

- Access
- Activities (planning and differentiating these)
- Staffing levels - making sure these are adequate to meet a child's needs
- Training of staff
- Resources and equipment
- Challenging stereotypes and promoting positive attitudes amongst all children and staff
- Individual programs, monitoring of progress and record keeping

Woodside Childrens Nursery will endeavor to ensure that all children are treated with equal concern and respect and encouraged to take part in the activities that are provided. We will assess the specific needs of any child and take the relevant steps to adapt our facilities and activities to meet the needs of everyone.

Where a member of staff has concerns about the development of a child in one or more areas, this will be discussed with the child's parents/carers in order to decide on the best way to meet the child's current needs. If appropriate, an individual program may be set up for the child, which will be reviewed on a regular basis with parents.

Woodside Childrens Nursery will ensure that:

- The environment is suitable for disabled children and those with SEN
- Staffing arrangements meet the needs of individual children
- Our written policy is available to parents via our website, a paper copy can be provided on request, and is consistent with current legislation
- Children with SEN and/or disabilities have equality of access to facilities, activities and opportunities
- Regular liaison takes place with parents and other professionals about the need for special equipment/services for children
- Parent/Carer relationships to be maintained at all times.

The role of the Special Educational Needs & Disabilities Coordinator (SENCo)

We have a named Special Educational Needs Coordinator (SENCo). The SENCo is responsible for monitoring the needs and progress of children with SEN. The SENCo will ensure that liaison takes place with parents/carers and with appropriate professionals as well as ensuring that the setting is up to date with current legislation and practice. Our named SENCo is Katie Wood – Proprietor.

The SENCo is responsible for:

- Ensuring that staff members are aware of the procedure if they have a concern about a child
- Attending appropriate training and sharing this with the staff group
- Coordinating the provision for children with SEN+D within the setting

The following members of staff have had SEN+D training: Katie Wood - Nursery Proprietor.

Admissions arrangements:

- All children, including those with identified SEN+D are admitted to the setting following discussions with parents/carers

Partnership with Parents:

Parents hold key information and have a critical role to play in their children's education. They have unique strengths, knowledge and experience to contribute to the shared view of their child's needs and the best ways of supporting them, therefore Woodside Childrens Nursery will endeavour to work alongside parents of children with SEN+Ds, and will give parents access to any information available to them. Parents will be given information of support services available to them and information will be displayed in the nursery's reception for parents to have access to, as outlined in the Childrens & Families Act 2014.

Parents are free to speak to Katie Wood the nursery's SENCo representative at any time they wish. The SENCo and the Childs key worker will liaise with parents, and suggest strategies/activities that parents may wish to continue with their child at home, and parents will also be able to make suggestions to them.

We do not contact any 'Professional Bodies' about a child without parental consent unless there are concerns about safeguarding.

The role of the Special Educational Needs Co-ordinator (SENCo)

The SENCo is responsible for monitoring the needs and progress of children with SEN+Ds

- If a member of staff has a concern regarding a child in their care they will discuss it with the SENCo whom will then alongside the child's key worker and liaise with the child's parents/carers
- The SENCo will keep up to date with any relevant training and will endeavour to allow other staff members to access SEN training
- The SENCo will ensure liaison with parents and other professionals in respect to children with SEN+Ds
- The SENCo will advise and support other staff within the setting and ensure that appropriate Additional Support Plans are in place
- The SENCo will ensure that relevant background information about individual children with SEN+Ds is collected recorded and updated

The name of Woodside Childrens Nursery Special Educational Needs Co-ordinator is: Katie Wood

Planning and Monitoring/Assessment

We plan our Early Years Curriculum (with access to the Foundation Stage) to include children with SEN as follows:

- Key workers will keep up to date assessments and observations of all children within their group including children with SEN+Ds
- Activities will always be planned in a way that they are accessible to all children through the activity planning sheets
- Where necessary an Individual Education Plan (IEP) will be drawn up alongside the SENCo and child's parents

Links with other agencies or professionals:

Woodside Childrens Nursery works with the EYSS (Early Years Support Services) and the area SENCo and whenever necessary the nursery liaises with other professionals such as Educational Psychologist, Speech and Language Therapists, Physiotherapists and birth to Five.

Woodside Childrens Nursery will treat any case in the strictest of confidence and will seek parents consent at all times unless there are concerns about Child Protection.

The nursery SENCo will try to liaise with schools and other settings to ensure a smooth transition wherever possible.

If a parent wishes to make a complaint for any reason, they are able to follow the nursery's complaints procedure displayed in the nursery's reception or in the Nursery's Parents Handbook.

SUN PROTECTION POICY

Cancer Research UK are calling for Nurseries to have a sun protection policy to increase awareness of the dangers of exposure to the sun's rays. Our setting takes this very seriously as we recognise the children susceptibility of children to high temperate. Consent to apply a child's supplied sun cream is sought via a child's entry record.

Any child who arrives at the setting with signs of sun burn will be refused in accordance with our Exclusions Policy.

During the appropriate times of year Parents/Carers are required to:

- Apply sun cream to children prior to attending the setting.
- Supply their own labelled and in date sun cream.
 - Current advice (February 2019) is for sun cream to be a minimum of Factor 15 with UVA protection.

- Supply their child with a sun hat and appropriate clothing, e.g. a light cover up top.
 - Current advice (February 2019) is for light coloured clothes and a wide brimmed hat.
- Make staff aware if their consent for their child to have their own sun cream applied by staff has changed, such a change will need to be confirmed in writing prior to the parent/carer leaving their child at the setting.

We ask that children do not bring in sunglasses as they get broken and can be the cause of disagreements over sharing.

Staff will:

- Refuse to accept a child if they have not had sun cream applied by a parent/carer prior to leaving the setting.
- Refuse to accept a child if they do not arrive with a sun hat and /or appropriate clothes to protect them from the sun.
- Assist children in re-applying sun cream to exposed skin only at lunch time and / or before going outside late morning/in the afternoon.
- Ensure children wear sun hats while outside.
- Encourage children to drink water frequently
- Be vigilant to children who show signs of sun burn, heat exhaustion, stress or sunstroke.
- Avoid going outside over the 11.00 am – 2.00 pm
- Encourage and plan activities that are under shade, particularly if outside during the 11-2 window.

Ensure that children do not take part in vigorous physical activity on days when the temperature is in excess of 30 degrees centigrade.

TRANSITION & “SETTLING IN” POLICY

In this policy the process of transition is viewed as a period of adaptation and describes the movement that takes place from Home to Nursery, from one age group room to another and pre-school children to Reception class at school from the Nursery, or changes in family circumstances.

Aims for the Policy

We want all our children to experience a smooth transition from the day they start at the Nursery to either move up through the age ranges or start later in their years at Holiday or Kids Club. Throughout their time we aim to give a high quality of learning to ensure that children continue to make good progress. We aim to work in partnership with parents/carers to settle the child into the group environment to ensure they feel safe, secure and comfortable with staff and their surroundings. We aim to give consideration to the individual needs of children and families and give confidence to parents, enabling them to feel comfortable that the needs of their child will be met.

All children need to feel secure about coming to the Nursery so we offer;

- Information will be provided to parents through a variety of media, including; setting brochure, parent notice board, policies and procedures, information sessions, website and individual meetings.
- Visiting times at convenient times for both children and parents/carers to look round the Nursery whilst operating
- Free ‘Taster Sessions’ to allow children to have a settling in period before their starting date to adjust to their new environment and allow time to discuss their routines
- The taster sessions will be used to introduce the possible key persons, complete registration forms, and introduce the child and parents/carers to the policies and procedures of the setting.
- A key person will be allocated to each child and the family prior to the child starting at the session (or after a period of the child settling in, depending on what meets the needs of the individual child).

- Parents will be invited to join their child for short taster sessions and then leave children for short taster sessions.
- On their first session children will be introduced to the staff members, to other children and shown around the rooms in the setting.
- Parents will be encouraged to say goodbye to their child, if the child and parent feel comfortable with this, and explain that they will be coming back at the end of the session.
- Children will be comforted and distracted if they become distressed.
- Staff will telephone parents/carers to advise how their child(ren) are settling during taster sessions, and equally Parents/Carers are invited to telephone the Nursery during taster sessions.
- Regular discussion will take place with parents around their child's progress and how their child is settling in. These will be based on relationships with staff and peers, participation in activities, familiarity with routines and the whereabouts of resources and equipment.
- Country to Country Transition with some language facilities are available with staff employed at the Nursery
- Jofli Bear with his suitcase and travel booklet can be taken home and you can write down his activities and what he does or does not like in order to overcome some fears a child may have
- Groups of children move rooms together in order for them to feel comfortable without facing new staff and routines on their own
- Transition forms are filled in as a child progresses from room to room, these identify specific needs for each individual child.
- Each child has a Learning Journey Diary in order for a key person or Reception Form Teacher to maintain and enhance their learning ability. The transfer of this information is vital, but confidential, so permission is sort by parent/carer in order for us to make a child's transition smooth and open
- Transition to school from Pre-School is encouraged and discussed regularly with storytelling and Louie the Puppet. He is a character involved throughout their Pre-School experience and continues his journey with them into school as a 'larger version' is in all Reception Classes throughout the county and will be there waiting for them when they attend School. About my school books are also used.
- Pre-School children are accompanied to sessions at school with their key person in order to maintain this transition from Nursery to School.

We recognise that some children settle more easily than others and strive to recognise and meet the needs of all children and families.

TRANSPORTATION POLICY

Woodside Childrens Nursery takes the safety of children seriously and realises the responsibilities required when transporting children. We will ensure all legal requirements are met.

Company Vehicles

- We will ensure that there is one seat per child
- Any child under the age of 12 years or 135 cm(4ft 5") will have a booster seat (N.B. the law does not require these in minibuses)
- The vehicle will have a valid M.O.T. certificate and appropriate insurance
- All seats will be equipped with appropriate seat belts
- The vehicle will have a fire extinguisher and first aid kit
- We will ensure that no side facing seats are used
- The setting will be insured for liabilities to third parties, (which covers passengers in the vehicle)

- The driver will hold a full licence, and where appropriate will hold a a pre 1997 driving licence with valid Category D1 authority, unless Section 2 applies
- If there are four children of Pre-School age or under at least one non-driving escort will be in the vehicle
- We will obtain written permission from parents prior to transporting children via Enrolment Records
- All transportation used by Woodside Childrens Nursery will be covered for business use insurance

Private Hire Vehicles & School Runs

- We will ensure that there is one seat per child
- All seats will be equipped with appropriate seat belts
- Vehicles used will be of a good standard, valid M.O.T Certificates & appropriate insurances & Licences
- Woodside Nursery Staff will accompany Children to & from destinations
- Children under 8 years of age will not be left at Bus Stops where an Adult is not present to supervise
- All Children unless otherwise advised will be returned to the Nursery under Woodside Staffs supervision.

Children's Responsibilities

Children using any form of transportation:

- MUST treat vehicles with respect
- MUST listen to staff/adults accompanying the journey
- MUST follow instructions
- Seat belts MUST be worn at all times
- Children are not permitted to swap seats mid-journey.

Parents/Carers will be informed if their child(ren) is/are not respecting and following these responsibilities, children who continually misbehave on journeys will be refused transport.

VANDALISM

If a child wilfully and purposefully causes damage to Woodside Childrens Nursery property, the cost of repairs and/or replacement equipment will be passed to the parents/carers.

VISITORS POLICY

Woodside Childrens Nursery will ensure that names of all visitors on site are recorded for emergency, insurance and registration purposes.

- All visitors are valued for whatever reason, but the children are our priority and must come first
- All visitors will be welcomed and their enquiries dealt with as soon as possible
- Visitors will be requested to sign in and out of the premises, giving their reason for the visit

- Children and parents are welcome to visit us prior to joining the setting
- No visitor will be left alone with children or accompany children to the toilet
- Whenever possible visitors should make an appointment to visit the setting

Procedure

The Staff will follow the below procedure if a visitor calls unannounced;

- Ask for identification, who they wish to see and request the purpose of their visit
- Show them to a comfortable area, where they can wait until someone is free to speak to them
- Explain that the setting is busy and they may have to wait until a staff member is free to deal with them
- Give the option of waiting or making an appointment
- Ensure that the visitors book has been signed

The setting/staff have the right to refuse entry to an individual if they are uncertain as to the purpose of their visit.

VOLUNTEER & STUDENT POLICY

Woodside Childrens Nursery recognises that the quality and variety of work which takes place in a childcare setting makes it an ideal place for volunteers and students to gain work experience or training. We aim to provide an environment in which volunteers, under the guidance of a skilled staff team, experience examples of quality practice. We will ensure the following:

- Volunteers and students under the age of 17 will not be counted in ratios and will be supervised at all times.
- Volunteers and students aged 17 and over who are undertaking a long term placement, may be included in ratios only when we are satisfied that they are competent enough to be unsupervised.
- An Informal interview will be conducted prior to acceptance of any voluntary service or student placement being undertaken.
- All Volunteers will be DBS checked through the setting before the voluntary service commences, reference requests will also be made.
- Volunteers and students will be required to complete a Disqualification Disclosure questionnaire.
- All students should be DBS checked through their college before commencing placement.
- We will ensure that students are confirmed by their tutor as being engaged in a childcare course which provides necessary background understanding of children's development and activities.
- Volunteers and students will receive an induction in line with the setting's induction policy with regular review sessions
- We recognize that the needs of the children are paramount and volunteers and students will not be included into ratio numbers if that hinders the essential work of the provision.
- We will provide the Volunteers and students with full information about the role and responsibilities within the setting during their time with us.

- We will ensure volunteers and students are known and introduced to parents / carers.
- We will provide volunteers and students with a full induction and a staff mentor.
- We will ensure all volunteers and students are supervised when required.
- We will ensure that any information gained by the volunteers and/or students about the children, families or other adults in the provision remains confidential in accordance with the confidentiality policy.
- We will ensure that students who are required to conduct child studies do not use photographs or use names of any children at the setting.
- Woodside will maintain all related records after the volunteer/student has ceased their time at the Nursery.

Volunteers and Students will be required to sign the relevant Agreement form.

WHISTLE BLOWING POLICY & GUIDANCE

Woodside Childrens Nursery is committed to the highest possible standards of openness, honesty and accountability. In line with the commitment that we encourage employees and others with serious concerns about any aspect of the settings operations to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis.

This policy document makes it clear that employees can do something without fear of reprisals. This Whistle Blowing Policy is intended to encourage and enable parents, carers and employees to raise serious concerns within the setting rather than overlooking a problem or blowing the whistle outside.

Parents/Carers and Staff have the right and individual responsibility to raise any matters of concern regarding poor practice at work. Staff are responsible for safety and well being of all children attending the setting and this is priority over loyalty towards colleagues.

General principles

The policy is intended to;

- Encourage and enable individuals to raise genuine and legitimate concerns
- Support staff to take an active role in the elimination of poor practice
- Ensure concerns are appropriately investigated
- Protect those making the complaint from victimisation or retaliation

In addition to the whistle blowing policy, the setting has other policies and procedures covering discipline, grievance and complaints. This policy is intended to complement these, and to cover concerns that fall outside the scope of other procedures.

The management will investigate, promptly and thoroughly, all concerns raised in accordance with this policy, and will take appropriate action.

Confidentiality

The management will do its best to protect a person's identity when a concern is raised, however in some circumstances identities will have to be revealed to the person complained against and the complainant may be asked to provide written or verbal evidence in support of their complaint.

If a person's identity is to be disclosed, he or she will be told before the disclosure and the reasons why the disclosure is necessary.

Having raised the concerns the management will expect the complainant not to talk about it to any other person, inside or outside the setting.

Anonymous complaints

Concerns expressed anonymously, are much less powerful and harder to investigate, however they may be considered.

Untrue Allegations

If an allegation is made in good faith but it is not confirmed by the investigation, no action will be taken against the complainant. If, however, an allegation proves to be malicious, action may be taken against the person responsible for the malicious act.

How to raise a concern

Staff should, in the first instance; raise any concerns with their immediate line manager. However this may not always be appropriate, in which case concerns should be raised with the management.

Parents/Carers should raise their concerns in writing. You are invited to set out the background and history of the concern giving names, dates and places where possible, and the reason why you are particularly concerned. The earlier you express your concerns the easier it is to take action. If you do not wish to put the allegations in writing, the person to whom you are making the complaint will make a written record of the interview and will ask you to sign to confirm accuracy of the notes taken.

Although you will not be expected to prove the truth about your allegations, you will be required to demonstrate that there are sufficient grounds for your concern.

You should NOT:

- Investigate the matter yourself
- Alert those suspected of being involved
- Approach or accuse individuals
- Tell anyone other than the designated persons (i.e. management/committee)

Within a week of the receipt of your concern, you will receive a written acknowledgment of your concern, with a copy of your statement where appropriate.

The management will investigate your concern and within 2 weeks you will be informed of what action is being taken and will be kept up to date on the progress of the investigation. You will also be informed of the outcome of any investigation. If you are not satisfied with the outcome of the investigation, you may elevate your concerns directly to the Birth to Five Service or to Ofsted.

Employees are asked to note that if an item raised requires investigation from any external agencies, for example a Safeguarding concern, the process may then take longer than the timescales stated; in such cases periodic updates, the frequency of which will be determined on a case-by-case basis, will be given to the person raising the concern including information of how and when to expect updates.

USEFUL CONTACTS

Sure Start Childrens Centres

Sleaford's Children Centre
Money's Mill Complex, Sleaford, NG34 7TW
Tel: 01529 306888

Heckington's Children Centre
Heckington Primary School, Howell Road, Heckington
Sleaford, NG34 9RX
Tel; 01529 469 576

Billingham Childrens Centre
Fen Road, Billingham, LN4 4HU
Tel: 01526 869248
152 869541

Sleaford Library

13-16 Market Place
Sleaford, Lincolnshire
NG34 7SR
Tel: 01522 782010

Family Information Service

Customer Service Centre, Witham Park House
Waterside South, Lincoln, LN5 7JN
Tel: 0800 195 1635

WOODSIDE CHILDRENS NURSERY LIMITED TERMS AND CONDITIONS

Payment of Fees

All fees can be paid monthly, weekly or fortnightly usually in advance. Cheques are made payable to: Woodside Childrens Nursery Ltd. Cash, Bacs, Standing Orders or Direct Debits, are acceptable including Voucher Schemes eg: Busy Bees/Computer Share, Co Op, Sodexo, etc. We can join a scheme if we are not already members to accommodate ease of payments. We are OFSTED registered to allow for Family Tax Credits to be claimed as part or all of childcare costs.

A deposit of £150 is required for any Baby and Toddler full time places reserved and all fees to be paid in advance.

A deposit of £50-100 is required for any Baby and Toddler part time places reserved and all fees to be paid in advance.

A deposit of £50-100 is required for any Paid Pre-School places reserved and all fees to be paid in advance.

A deposit of £25-50 is required for any Kids or Holiday Club places reserved and all fees to be paid in advance.

All deposits will be retained and deducted from the final invoice when care terminates

Invoices will be submitted at the end of each month for payment but if a payment is not made within 7 days of the date on the invoice refusal for care will be enforced and additional charges incurred for late payment. Deposit monies will be utilised for this care and if appropriate, you will be refunded the difference. The place allocated will be withdrawn and you will not be accepted to return to this Nursery.

Full fees are incurred if a child is off sick for up to 5 consecutive days and 75% of fees if off for further days up to and including 10 days. If illness is long term further reductions can be made at the discretion of the Proprietor/Manager.

Holidays

The nursery will be closed for all English Bank Holidays and the week in between Christmas and New Year. Fees will be charged for these Bank Holiday days but not charged for the 'Christmas Week' when we choose to close.

Arrival / Departure

The nursery opens promptly at 07:00 hours and closes at 18:00 hours prompt. If late collection is inevitable, by law two members of staff have to remain on the premises until the child is collected. This will incur a penalty of £10 for every 15 minutes (full or in part) the child remains on the premises. All contact must be sought for this occurrence to gauge the level at which collection can be made as alternative, more cost effective solution may be sort.

Securing Enrolment

Confirmation of the child's enrolment, following an offer of a place is required within 28 days and payment of the deposit be made within this time. On commencement at the nursery appropriate fees will be charged and paid in advance.

Four weeks written notice is required if you wish to withdraw a child from the nursery. Normal payment procedures will be required and either your deposit refunded or deducted from the final invoice.

Enrolment

A Registration Form must be completed with a copy of each Childs Birth Certificate and returned to the nursery stating clearly which sessions are required and the commencement date.

Illness

If the child is generally unwell or suffering from any infectious disease such as the ones listed in the Parent Handbook, you are requested to keep your child away from the nursery until they have completely recovered. It would be appreciated if you could inform the nursery of infection / disease as to warn other parents/ carers what they may be prepared for.

The nursery reserves the right to contact parent/carer should the child become unwell during nursery hours. Whilst we fully appreciate the needs of working parents the concern of the nursery staff and well being of other children is paramount.

Accident Procedure

With parents / carers consent the nursery retains the right to administer First Aid if deemed necessary. Parents will be informed of any accidents however minor on collection of the child from the nursery. The parent / carer of the child will be required to sign an accident book which ensures that the parent / carer is aware of the accident. Any signs of accidents eg: cut and bruises on arrival at the nursery must be logged also and signed by the parent / carer. In the event of a more serious accident occurring which requires medical attention, parents/carers will be contacted immediately. It is essential that emergency contact details are given and updated regularly for the nurseries records.

Childrens medical details must be up to date such as allergies, dietary needs and other important health issues. Woodside Childrens Nursery cannot be held responsible for parents / carers not informing the nursery staff in writing of any change in their child's health, dietary requirements or special needs, or any other development on information necessary for the nursery to carry out appropriate individual care.

Property and Belongings

Every effort will be made by the staff to avoid loss or damage to children's property. They cannot however be held responsible for damage to the property, including portable electronic devices unless it is due to staff negligence. Please help by ensuring all clothing, shoes, toys etc. that a child brings to nursery are properly **named**. Please also ensure that they are appropriately dressed for messy indoor and outdoor play.

Slippers can be brought in for inside wear and outdoor wear can be trainers or a pair of Wellingtons.

Data Protection (GDPR)

Woodside retains information about children attending the setting up to their 26th birthday, 29th if a child has SEN+D as required to adhere to safeguarding guidance. Additional consents for information which is not required by law, statute or Ofsted guidance is requested via children's enrolment packs.

We will not share children's data without consent, unless required to do so by law or in light of a safeguarding concern.

If you feel there is a problem with the way we handle your data you have the right to complain to the ICO via

<https://ico.org.uk/concerns/> or their helpline is available on 0303 123 1113.

Portable electronic devices

Parents/Carers are responsible for monitoring any media action taken during a child/childrens time at the setting to ensure its suitability.

Parents/Carers are responsible for ensuring any photos/footage taken by their child(ren) are suitably deleted/stored and that they are not shared or distributed inappropriately via any social media site, internet forum or picture/text messaging method.

Parents/Carers are urged to delete any such media files taken by their child(ren) which includes/incorporates children or staff members who are not directly related to that of the parent/carer.

Insurance

Woodside Childrens Nursery has full specialised nursery insurance. The nursery exceeds all the legal requirements for children, staff and all other areas of the nursery.

**I have Read & Agree to Woodside Childrens Nursery's
Terms & Conditions**

And acknowledge 'The Parent Handbook 'is accessible online *

Signed by Parent / Carer:

Print Name:

Date:

**Signed On behalf of Woodside
Childrens Nursery:**

Print Name:

Date:

Deposit Paid: £.....

Receipt Number:

Date Paid:

**A hard copy of the Parent Handbook can be requested at any time.*

ENROLMENT CONTRACT

| | | |
|---|------------------------------|---|
| Child's Name | | |
| Parents Names | Parents Date of Birth | Parents National Insurance No's: |
| Address | | |
| Post Code | | |
| Email Address | | |
| Telephone Number Day - Work & Mobile | | |

Please circle which days your child will attend

| | | | | |
|----------------------------|-----------------------------|-------------------------------|------------------------------|----------------------------|
| Monday a.m. p.m. | Tuesday a.m. p.m. | Wednesday a.m. p.m. | Thursday a.m. p.m. | Friday a.m. p.m. |
|----------------------------|-----------------------------|-------------------------------|------------------------------|----------------------------|

| |
|----------------------------------|
| First Session Start Date: |
|----------------------------------|

Fees are as follows: £ per child per session

All fees are payable in advance of sessions
Payment methods can either be: Cash, Cheque, Child Care Voucher, BACS,
Standing Order or Direct Debit
Cheques made payable to: Woodside Childrens Nursery Limited

| | |
|--|--|
| CHILDS NAME: | |
| <i>Policy Statements</i> | |
| The Parent Handbook and our GDPR Privacy Policy are accessible online, they contain the setting's rules, policies and procedures, and full details of how we use data. <i>Please advise office staff if you would like a paper copy.</i> | |
| You may withdraw your child or amend their attendance pattern at any time by giving four weeks' notice. | |
| If you do not return Nursery resources, such as story sacks, Jolfi Bear, treasure baskets, etc. or if your child(ren) wilfully damage Nursery resources or property then you will be charged accordingly. | |
| The Nursery pursues court action for invoices which are consistently unpaid in accordance with the Payment Policy. | |
| It is your responsibility to notify the Nursery in writing of any change to my child's personal details, including but not limited to, medical conditions and people authorised to collect your child | |
| Consents: | |
| Consent may be changed at any time in writing: enquiries@woodsidechildren.co.uk Please Tick Accordingly | |
| I give permission for my child to sleep in a rocking chair* / in a cot* / or on a sleep mat* or all of these items* when 'nap-time' | |
| <i>Outings</i> | |
| I agree to my child being collected and escorted on foot / or by a company vehicle or Subcontracted Companies utilised by Woodside Nursery (if applicable) | |
| I give my consent for my child to leave the Nursery on outings or trips | |
| <i>Photos</i> | |
| I give permission for the Nursery and / or a photographer to take photographs for the purpose of publication in newspapers and external Websites | |
| My child's name may / may not* be given to a journalist for the purpose of publication | |
| I give permission for my child to be photographed or recorded/videotaped when involved in activities connected with the day to day care at Woodside Childrens Nursery | |
| I give consent for my child's photo to appear on the Nursery's website and in the newsletters which are emailed to parents/carers of children in the Nursery | |

| | |
|---|--|
| I give consent for my child's photograph to be displayed within Nursery premises | |
| <i>Medical</i> | |
| I give permission for my child to seek any necessary emergency medical advice or treatment | |
| I give permission for the Nursery to administer prescribed medicines or <u>my own supplied</u> CALPOL/IBUPROFEN when high temperatures are measured allocating time for this to take effect before a parent / carer arrives to collect my child | |
| I give permission for my child to have his/her face painted | |
| I give permission for the nursery to apply <u>my own supplied</u> sun cream / sun block to my child <i>Nursery does NOT supply sun cream.</i> | |
| I give permission for the nursery to administer Nappy Cream as and when staff feel it is necessary | |
| If my child obtains a splinter at Nursery I give permission for staff to remove it | |
| Observations | |
| I give consent for my child to be observed by staff, students, volunteers or other professional bodies for professional studies/college work etc. whilst maintaining confidentiality | |
| I give consent to share information with the Transition of a child to another setting or school – eg: passing on their Learning Logs, Assessment Records & Statements etc. | |
| I give consent to share information with outside agencies such as (but not limited to) Health Visitors, Paediatricians and other relevant agencies. | |

* Please delete where applicable

| | | |
|----------------------------|--------------------------------|-------------|
| Parents Signature | Managers Signature | Date |
| Room Leader (Print) | Room Leader (Signature) | Date |